

ServiceNow Tables, Relationships, and Commands Cheat Sheet by caropepe via cheatography.com/128811/cs/25308/

Useful Commands & Shortcuts		
System Info: stats.do		
List Records: [TABLE NAME].list		
Form View: [TABLE NAME].[do form]		
System Properties are stored in: sys_properties		

User/Group Tables	
sys_user	sys_user_group
sys_user_preference	sys_user_role
	sys_user_grmember
sys_user_update_set	sys_user_group_type

Visual Task Boards (VTB)
vtb_board
vtb_card
vtb_lane
vtb_boardmember
vtb_task
vtb_history

Service Catalog	
sc_request	
sc_req_item	
sc_task	

Customer Service	
TABLE (EXTENDS)	PARENT
customer_account (core_company)	
customer_contact (sys_user)	+sys_user
sn_customerservice_case (task)	customer_account
csm_order_case	
csm_order_case_line	

CSM: Customer Project Management		
TABLE (EXTENDS)	PARENT	
customer_project (pm_project)	customer_account	
customer_project_task (pm_project_task)	cutomer_project	

CSM: Field Service Management		
TABLE (EXTENDS)	PARENT	
interaction		
wm_order (sm_order)	interaction	
wm_task (sm_order_task)	wm_order	

CSM Agent Workspace is used to interact with customers via phone, email, or chat.

Interaction records (IMS) can be parents to Cases (sn_customerser-vice_case), Work Orders (wm_order), and Work Order Tasks (wm_task).



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Not published yet.
Last updated 6th September, 2022.
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