Cheatography

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_customerservice_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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