Chapter 1: ServiceNow Foundations
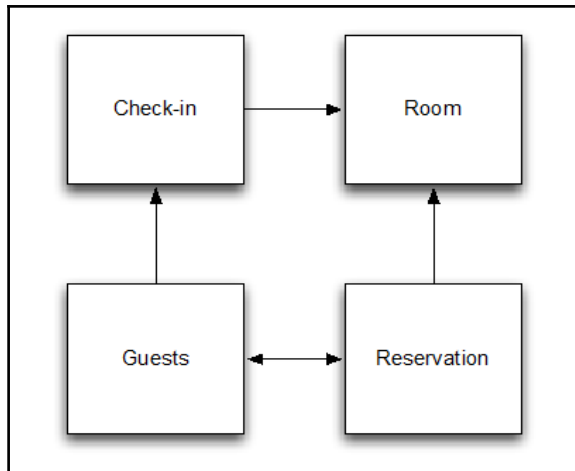
		Label	Name	Extends table	Extensible	Updated ▼
☐	ⓘ	Check-in	x_hotel_check_in		false	2016-08-08 23:49:44

≡ Column label	≡ Type	≡ Reference	≡ Max length	≡ Default value	≡ Display
Created by	String		40		false
Created	Date/Time		40		false
Sys ID	Sys ID (GUID)		32		false
Updates	Integer		40		false
Updated by	String		40		false
Updated	Date/Time		40		false
Insert a new row...					

Table Columns | New | Search | for text | Search | 1 to 6 of 6

Dictionary Entries

Table
New record

Save
Track in Update Sets
Configure ▶
Export ▶
Create Favorite
Copy URL
Copy sys_id
Reload form

Submit | Cancel

A table is a collection of records in the database. Each ... in a table, and each field on a record corresponds to a column on that table. Applications use tables and rec... ocesses. More Info

Label: Room
Name: x_hotel_room
Extends table: [   ]

...ication: Hotel

...eate module ✓
Create mobile module ✓
Add module to menu: Hotel ▼

▽ **Dictionary Entries**

⚙	🔍	≡ Column label	≡ Type	≡ Reference	≡ Max length	≡ Default value	≡ Display
	ⓘ	Created by	String		40		false
	ⓘ	Created	Date/Time		40		false
	ⓘ	Sys ID	Sys ID (GUID)		32		false
	ⓘ	Updates	Integer		40		false
	ⓘ	Updated by	String		40		false
	ⓘ	Updated	Date/Time		40		false
✕	✎	Number					false
✕	✎	Floor	Integer				false
+		*Insert a new row...*					

▽ All

⚙	🔍	≡ Number ▲	≡ Floor
☐	ⓘ	101	1
☐	ⓘ	102	1
☐	ⓘ	103	1
☐	ⓘ	201	2
☐	ⓘ	202	2

| ☐ | [Actions on selected rows... ▼] | | ◀◀ ◀ [1] to 5 of 5 ▶ ▶▶ |

Check-in
New record

Guest			Room		
David Loo	🔍	ⓘ	101	🔍	ⓘ

Comments

Submit

Available		Selected	
Attachments		Check-in->Room	

Cancel **Save**

View name: Default view ▾

Check-in
Created 2016-08-08 07:08:07

📎 ⚙ ∘∘∘ | Update | Delete

Guest | Don Goodliffe | 🔍 | ⓘ

Room | 102 | 🔍 | ⓘ

Floor | 1

Comments | [ ]

Update | Delete

Room
101

📎 ⚙ ∘∘∘ | Update | Delete ↑ ↓

Number | 101

Floor | 1

Update | Delete

| Check-ins (1) | Rooms on the same floor (3) |

☰ Rooms on the same floor | New | Go to | Number ▼ | Search

◀◀ ◀ | 1 | to 3 of 3 | ▶ ▶▶ ⊟

▽ Rooms

⚙ 🔍 | ☰ Number ▲ | ☰ Floor

☐	ⓘ	101	1
☐	ⓘ	102	1
☐	ⓘ	103	1

☐ | Actions on selected rows... ▼ | ◀◀ ◀ | 1 | to 3 of 3 | ▶ ▶▶

Room
101

📎 ⚙ ∘∘∘ | Follow ▼ | Update | Delete ↑ ↓

Chapter 2: Developing Custom Applications

Application File
Check-in

Display name	Check-in	Application	Hotel
Update name	sys_db_object_99bfc97eebc5	Protection policy	-- None --
Class	Table	Replace on upgrade	☐
Customer update	☑		

Accessed by ❯

[Update] [Delete]

Related Links
Show Related Record
Show Latest Update

Descendants (19) | Versions (3)

☰ **Descendants** Go to sys_name ▾ [Search]

◀◀ ◀ 1 to 19 of 19 ▶ ▶▶ ⊟

🔽 File Descendant

☐	☰ sys_name	☰ sys_class_name
☐ ⓘ	x_hotel_check_in	List
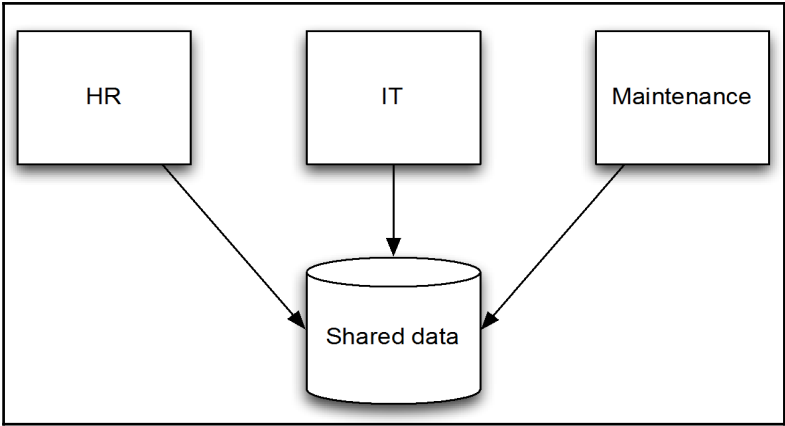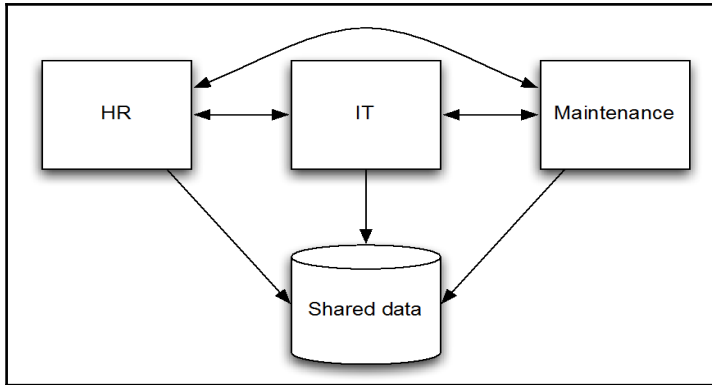
HR

IT

Maintenance

Shared data

This record is in the Global application, but Hotel is the current application. To edit this record click here.

System Administrator

Profile

Impersonate User

Elevate Roles

Logout

Filter navigator

Self-Service

Collaborate

HR Profile table

- Owned by HR application → Name, Social security number, Date of birth, Join date
- Owned by Facilities application → Facilities mobile device
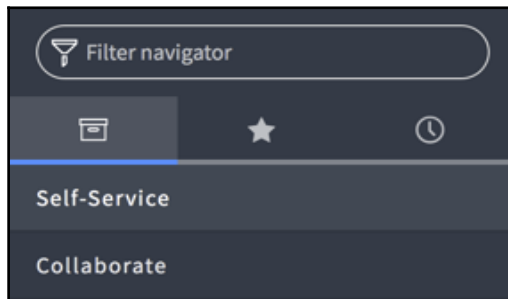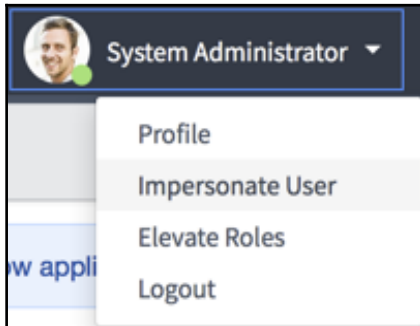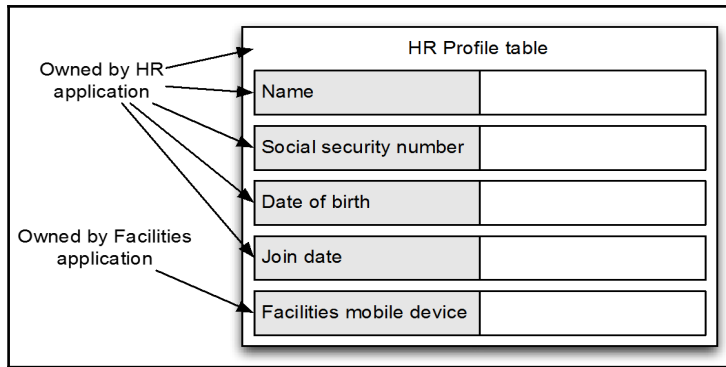
Table
Check-in

Update Delete Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info

| Label | Check-in | Application | Hotel |
| Name | x_hotel_check_in | | |

Columns | Controls | **Application Access**

Accessible from: All application scopes

- Can read ✓
- Can create ☐
- Can update ☐
- Can delete ☐

- Allow access to this table via web services ✓
- Allow configuration ☐

Update Delete Delete All Records

Access to API 'ScopedGlideRecord' from scope 'x_hotel' was granted and added to 'x_hotel' cross-scope privileges

| ☰ Cross scope privileges | Search | for text ▼ | Search | | ◀◀ ◀ | 1 | to 1 of 1 | ▶ ▶▶ ⊟ |

🔽 Application = Hotel

⚙ 🔍		☰ Source Scope	☰ Target Scope	☰ Target Name	☰ Operation	☰ Status
☐	ⓘ	Hotel	Global	ScopedGlideRecord	Execute API	Allowed

| ☐ | Actions on selected rows... ▼ | | | ◀◀ ◀ | 1 | to 1 of 1 | ▶ ▶▶ |

Access to api 'ScopedGlideRecord' from scope 'x_hotel' has been refused due to insufficient privileges granted to scope 'x_hotel'

☰ Table Columns	New	Search	for text ▼	Search			
				◀◀ ◀	1	to 20 of 59	▶ ▶▶ ⊟

🔽 Dictionary Entries

⚙ 🔍		☰ Column label	☰ Type	☰ Reference	☰ Max length	☰ Default value	☰ Display
	ⓘ	Accumulated roles	String		4,000		false
	ⓘ	Active	True/False		40	true	false
	ⓘ	Building	Reference	Building	32		false
	ⓘ	Calendar integration	Integer		40	1	false
	ⓘ	City	String		40		false
	ⓘ	Company	Reference	Company	32		false
	ⓘ	Cost center	Reference	Cost Center	32		false

Guest [x_hotel_guest]   2 ⌄   ⊕

User ID	Email
First name	Notification
Last name	Calendar integration
Membership number ⚙ ⊗	Time zone
Title	Date format
Department	Business phone
Password	Mobile phone
Password needs reset	Photo
Locked out	
Active	
Web service access only	
Internal Integration User	

User				⟶	Guest	
sys_id	sys_class_ name	First name	Last name	Last name	sys_id	Membership number

		Column label	Type	Reference	Max length	Default value	Display
	(i)	Comments	String		500		false
✕	(i)	Guest	Reference	Guest			false
✕	(i)	Room	Reference	Room	32		false
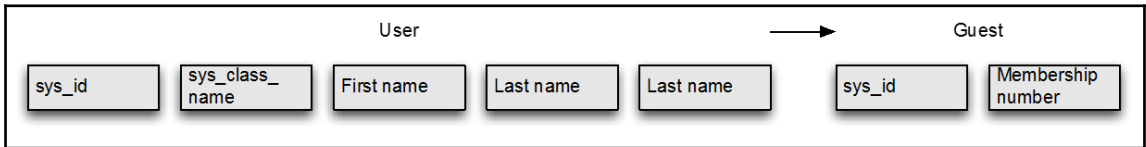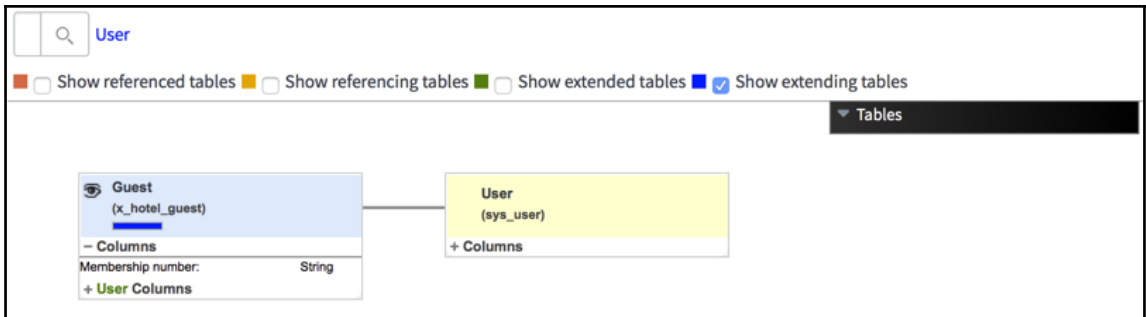
Table Columns — New — Search — for text — Search — 1 to 9 of 9

Dictionary Entries
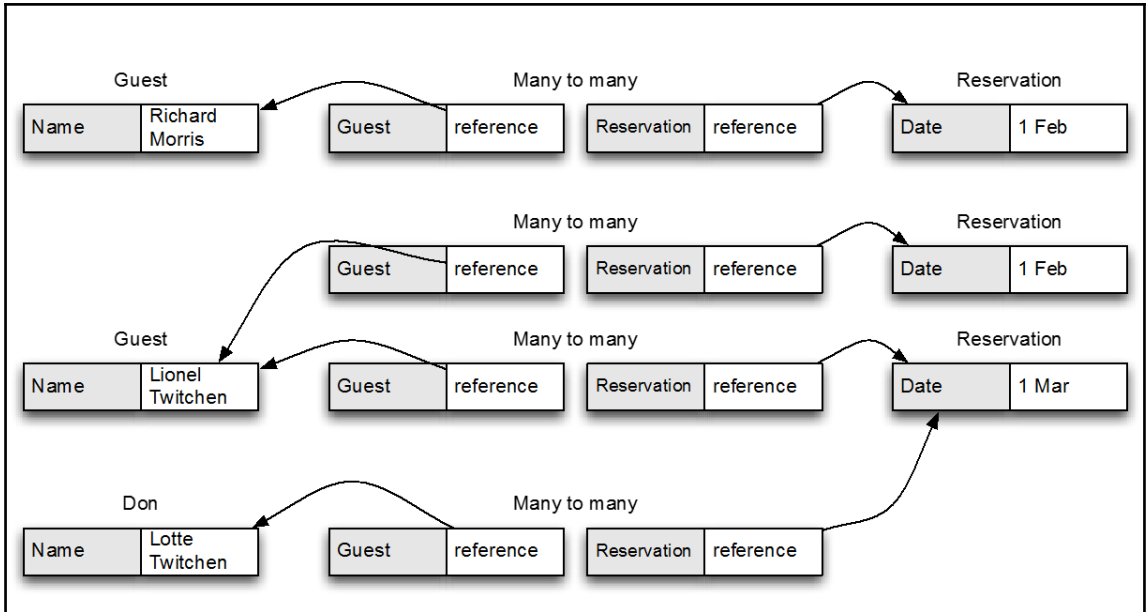
Many to Many Definition
New record

From table	Reservation [x_hotel_reservation] ▼	Application	Hotel	ⓘ
To table	Guest [x_hotel_guest] ▼	M2M from field	reservation	
Many to Many table	x_hotel_m2m_guests_reservations	M2M from label	Guests	
		M2M to field	guest	
		M2M to label	Reservations	

Create Many to Many

☰ **Reservations** [New] [Edit...] Go to Reservation ▼ Search ⊟

▽ Guest = Alice Richards

⚙ 🔍 ☰ Reservation

No records to display
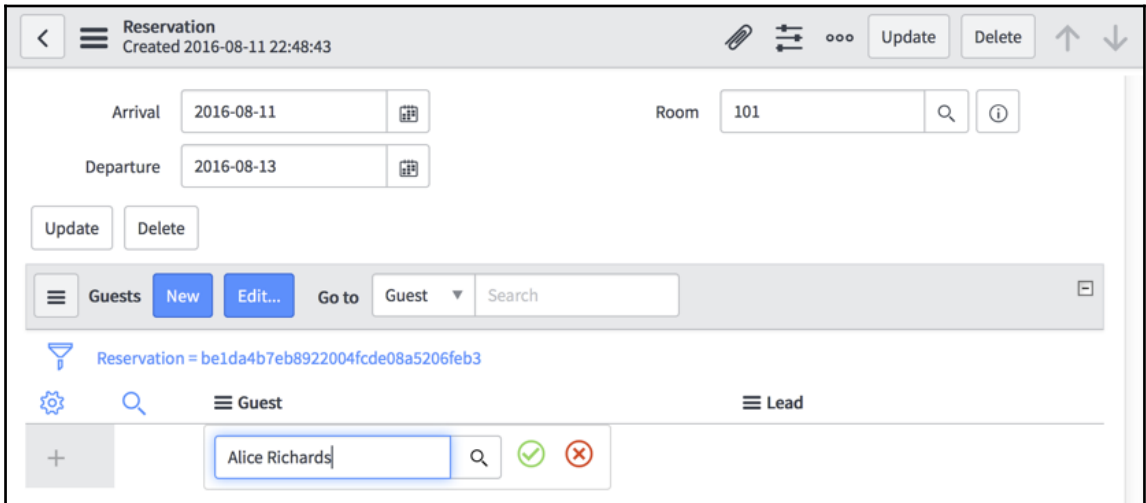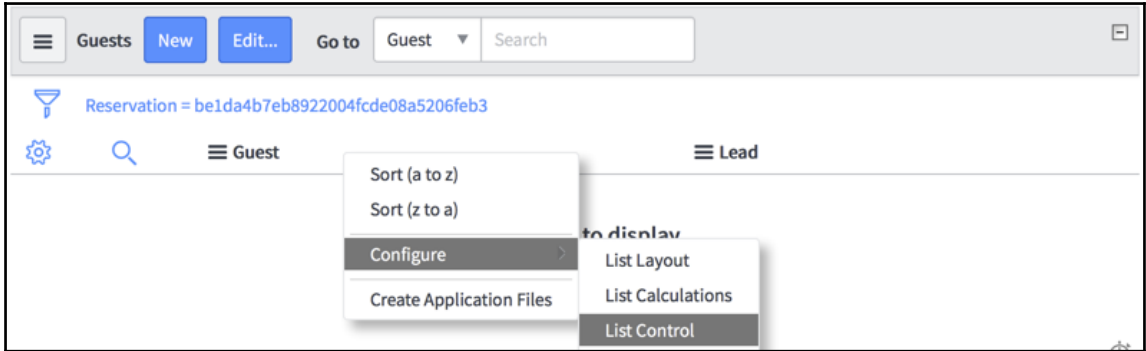
Guest | Lionel Twitchen | 🔍

Chapter 3: Server-Side Control

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

Run script   in scope   global

JavaScript Mode   ES5 Standards Mode

Run script (JavaScript executed on server)

```
var results = [];
var gr = new GlideRecord('x_hotel_room');
gr.setLimit(1);
gr.query();
while(gr.next()) {
  gr.update();
}
```

Run script   in scope   x_69373_theme_park

global
x_69373_theme_park
x_hotel

customer
    No scripts

Hotel application

Code running inside the app scope can affect all tables without restriction

Theme Park application

Code running in another app scope is subject to the restrictions in the table configuration

Updates allowed

Check-in → Room

Updates blocked

Updates blocked

Code running in global is subject to the restrictions in the table configuration

Guests ↔ Reservation

Script

```
1  (function executeRule(current, previous /*null when async*/) {
2
3      gs.addInfoMessage ('You have created a ' + current.getTableName() + ' record');
4
5  })(current, previous);
```

You have created a x_hotel_guest record ✕

You have created a sys_user record ✕

```
┌─────────────────────────────────────────────────────────────────────┐
│  ┌─────────────────┐      Insert, Update,      ┌─────────────────┐    │
│  │                 │         Delete            │                 │    │
│  │   Database      │──────  Business Rule  ───▶│   Action on a   │    │
│  │   access        │                           │ particular record│   │
│  │                 │                           │                 │    │
│  └─────────────────┘                           └─────────────────┘    │
└─────────────────────────────────────────────────────────────────────┘
```
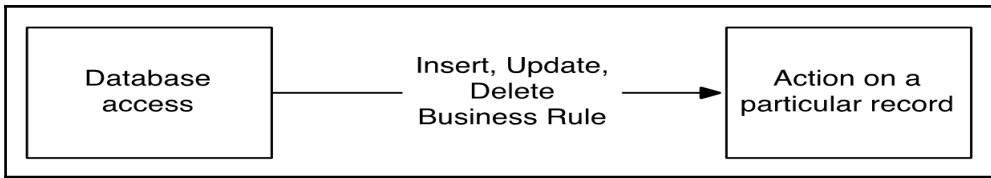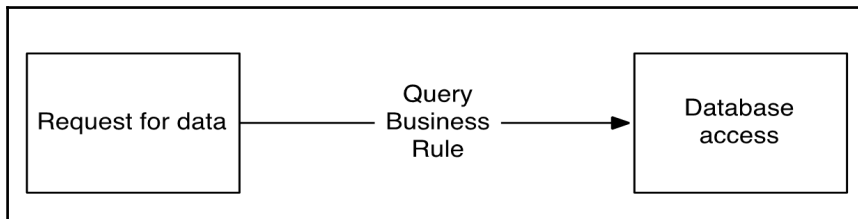
Name	user query		Application	Global	ⓘ
Table	User [sys_user] ▼		Active	✓	
			Advanced	✓	

When to run	Actions	**Advanced**

Condition   gs.getSession().isInteractive() && !gs.hasRole("admin")

Script

```
1    current.addActiveQuery();
```
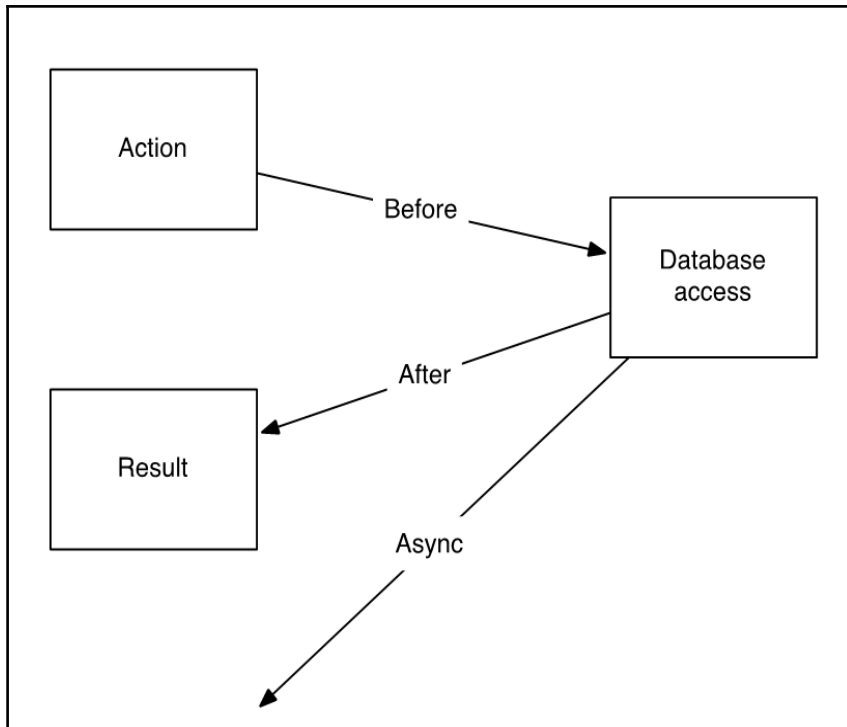
```
┌─────────────────────────────────────────────────────────────────────┐
│  ┌─────────────────┐          Query            ┌─────────────────┐    │
│  │                 │       Business            │                 │    │
│  │ Request for data│──────   Rule      ───────▶│   Database      │    │
│  │                 │                           │   access        │    │
│  └─────────────────┘                           └─────────────────┘    │
└─────────────────────────────────────────────────────────────────────┘
```

| Check-in | | |
| New record | | Submit |

Room	[ ] 🔍	Guest	[ ] 🔍
Floor	[ ]	Date	[ ] 📅
Comments	[ ]		

Submit

This room is already checked in on this date. ✕

Invalid insert

Data Policy Exception: Comments is mandatory ✕

Invalid insert

| Guest ▼ | is ▾ | javascript:gs.getUserID() |

🔽 All

Run | Save... | AND | OR | Add Sort | ✗

| Guest ▼ | is (dynamic) ▾ | Me ▾ | AND | OR | ✕ |

Run

All > Table starts with x_hotel_check_in > Column name starts with guest

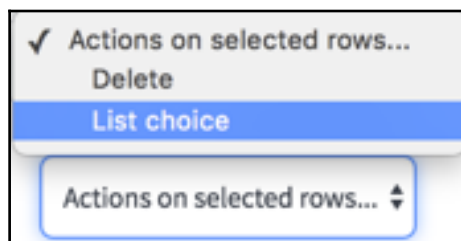| ⚙ 🔍	≡ Table ▲	≡ Column name	≡ Type	≡ Reference
	x_hotel_check	guest	Search	Search
☐ ⓘ	x_hotel_check_in	guest	Reference	Guest

Script

```
 1  function guestsWithReservations() {
 2    var result = [];
 3    var res = new GlideRecord('x_hotel_m2m_guests_reservations');
 4    if (current.date) {
 5      res.addQuery('reservation.arrival', current.date);
 6    }
 7    res.query();
 8    while (res.next()) {
 9      result.push(res.guest + '');
10    }
11    var au = new global.ArrayUtil();
12    return au.unique(result);
13  }
14
```
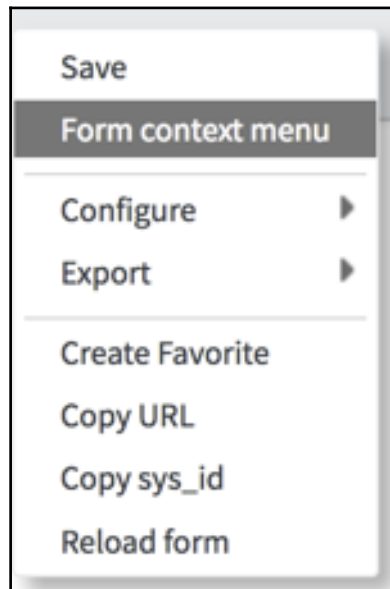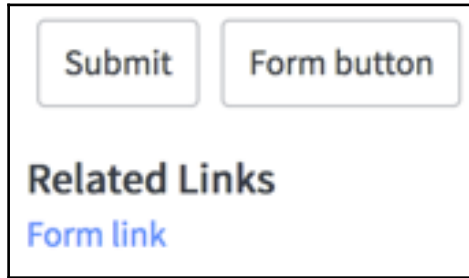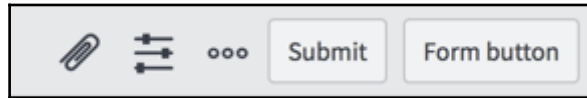
Chapter 4: Client-Side Interaction

| 📎 | | ⚏ | ∘∘∘ | Submit | Form button |

Submit   Form button

Related Links
Form link

Save

Form context menu

Configure   ▶

Export   ▶

Create Favorite

Copy URL

Copy sys_id

Reload form

✓ Actions on selected rows...
   Delete
List choice

Actions on selected rows...   ⬍

The current table name is x_hotel_guest ✕

JavaScript Executor ⊠

Run my code

Type JavaScript here

Execute code ⇕   Close

Room

301

Floor

This is a high floor!

Comments

Is the customer okay

JavaScript Executor ⊠

Run my code

```
var floor = g_form.getValue('room.floor');
if (floor > 2) {
  g_form.showFieldMsg('room.floor', 'This is a high floor!');
  g_form.setDisplay('comments', true);
  g_form.setValue('comments', 'Is the customer okay with high floors?');
  g_form.flash('comments', 'lightyellow', 0);
}
```

Execute code ⇕   Close

⁝ Guest [x_hotel_guest]   2 ⌄   ⊕

⁝ User ID   ⁝ Membership number

⁝ First name   ⁝ VIP

⁝ Last name

Guest
Alice Richards

User ID	
First name	Alice
Last name	Richards

Membership number	S2E1
VIP	☑

Update Delete

Update Delete

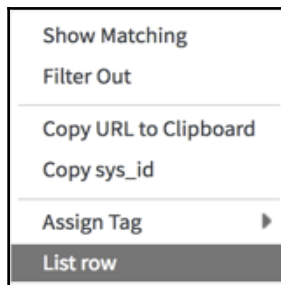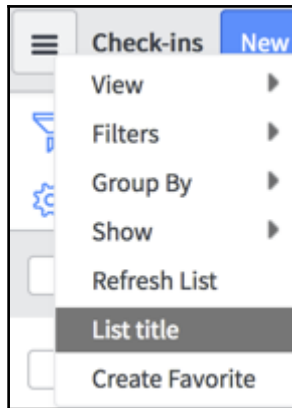
Arrival | nonsense | 📅

Invalid date format. Please use yyyy-MM-dd

Script

```javascript
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (!isLoading) {
    g_form.hideFieldMsg('guest');
  }

  if (newValue == '') {
    return;
  }

  var ga = new GlideAjax('x_hotel.QuickQuery');
  ga.addParam('sysparm_name', 'getField');
  ga.addParam('sysparm_table', 'x_hotel_guest');
  ga.addParam('sysparm_sys_id', newValue);
  ga.addParam('sysparm_field', 'vip');
  ga.getXMLAnswer(function(answer) {
    if (answer == 'true') {
      g_form.showFieldMsg('guest', 'Guest is a VIP!');
    }
  });

}
```

Hello, world!

OK

≡ Check-ins **New**

View ▸
Filters ▸
Group By ▸
Show ▸
Refresh List
List title
Create Favorite

List header
Sort (a to z)
Sort (z to a)
Ungroup

Show Matching
Filter Out
Copy URL to Clipboard
Copy sys_id
Assign Tag ▸
List row

Show Matching	
Filter Out	
Copy URL to Clipboard	
Copy sys_id	
Assign Tag	▶
Open in new tab	

Departure	2016-09-08	📅
	in	

First name	Alice
Last name	Richards

Chapter 5: Getting Things Done with Tasks

Group Hierarchy

- ☐ 👥 Parent
  - ☐ 👥 Child 1
    - 👥 Grandchild
  - 👥 Child 2

```
┌─────────────────────┐
│   Issue with room?  │
│      Create a       │
│  Maintenance Task   │
└─────────┬───────────┘
          │
          ▼
┌─────────────────────┐
│  Assign to correct  │
│       team          │
└─────────┬───────────┘
          │
          ▼
      ◇─────────◇                      ◇─────────◇
     │ Should it be │      Yes        │ Approval for cost │
     │ sent to the  │──────────────▶  │    granted?       │
     │external team?│                 │                   │
      ◇─────────◇                      ◇─────────◇
          │                      No  ╱      │ Yes
          │ No                      ╱       │
          ▼                        ╱        ▼
┌─────────────────────┐◀──────────╯  ┌─────────────────────┐
│   Fix the issue     │◀─────────────│  Alert and assign to│
│                     │              │    external team    │
└─────────┬───────────┘              └─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ Tell the guest that │
│ everything is fixed.│
└─────────────────────┘
```
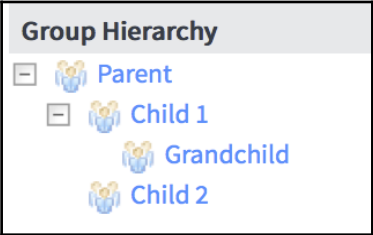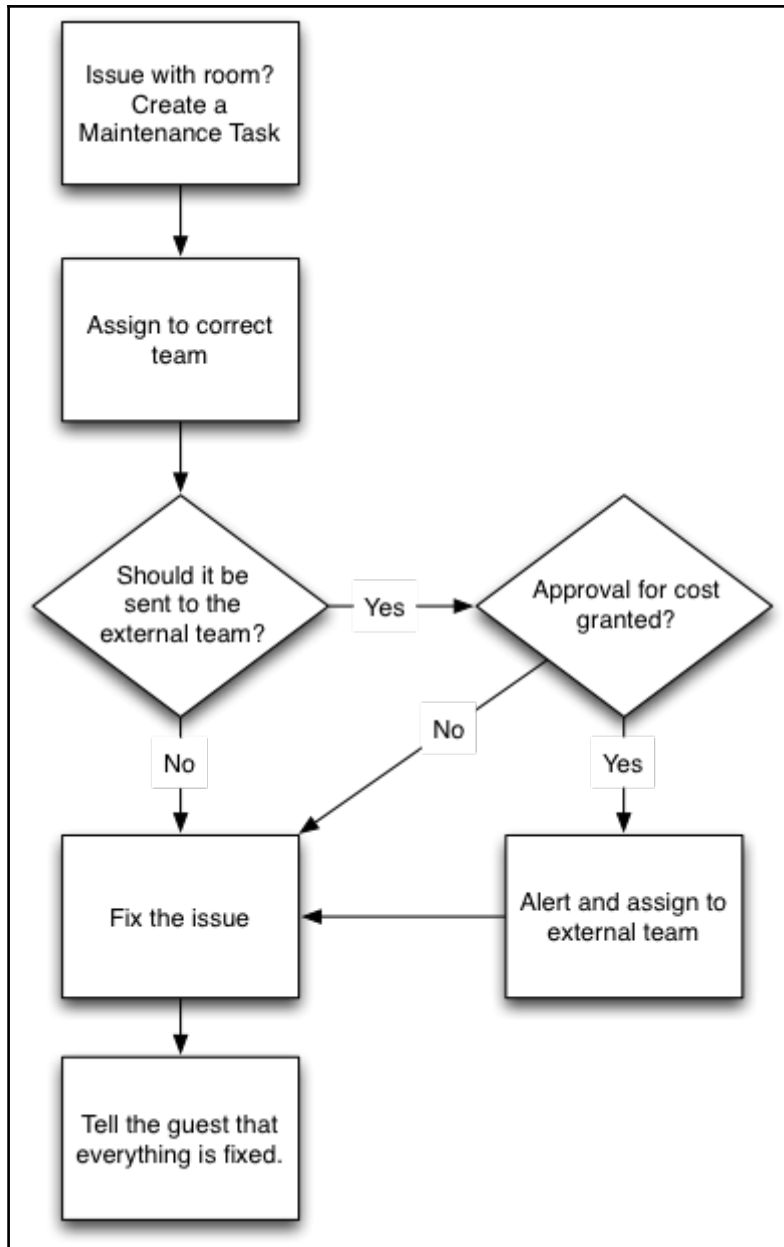
Maintenance [x_hotel_maintenance]   2 ⌄ ⊕ ⊗

⠿ Number	⠿ State
⠿ Room	⠿ Approval
⠿ Priority	⠿ Assigned to
	⠿ Assignment group

⠿   1 ⌄ ⊕ ⊗

⠿ Short description

⠿ Description

⠿ Work notes

⠿ *Activities (filtered) (Formatter)*

⚠ This record is in the **Global** application, but **Hotel** is the current application. To edit this record click here.

Maintenance
New record

Field	Value
Number	MAI0001001
Room	
Priority	4 - Low
State	Open
Approval	Not Yet Requested
Assigned to	
Assignment group	

Short description

Description

Work notes

Submit

You are now following MAI0001001 in Connect. You will be notified of any new comments or work notes according to your notification settings.

Number
MAI0001001

Room

Priority
4 - Low

Short description

MAI0001001

System Administrator   just now
System Administrator has been added to the group

Worknote

| Group [sys_user_group] | ∨ | Maintenance | ∨ | **Form Design** | | Undo | Save |

Fields

Filter

Fields

⋮⋮ Active

⋮⋮ **Group [sys_user_group]** | 2 | ∨ | ⊕

⋮⋮ **Name** ⋮⋮ **Manager**

⋮⋮ **Type** ⋮⋮ **Parent**

▽ sys_user_group_type.list ⊗   Press enter to open the sys_user_group_type list

---

< ☰ **Group**
Maintenance [Maintenance view]   📎 ⇌ ○○○ | Update | Delete |

Name
Maintenance

Manager
Howard Johnson   🔍 ⓘ

Type
🔒 maintenance

Parent
🔍

| Update | Delete |

Roles | Group Members | **Groups (2)**

☰ Groups | New | Go to | Name ▼ | Search

◀◀ ◀ | 1 | to 2 of 2 ▶ ▶▶ ⊟

▽ Parent = Maintenance

⚙ 🔍 | ☰ **Name** ▲ | ☰ Description | ☰ Active | ☰ Manager | ☰ Updated

☐ ⓘ **Cornell Hotel Services** | | true | | 2016-09-04 21:04:54

☐ ⓘ **Housekeeping** | | true | | 2016-09-04 21:03:08

☐ | Actions on selected rows... ▾ | ◀◀ ◀ | 1 | to 2 of 2 ▶ ▶▶

Room maintenance properties   Save

Please edit your changes and press Save

The group that gets approved maintenance requests

Cornell Hotel Services

Save

Work notes

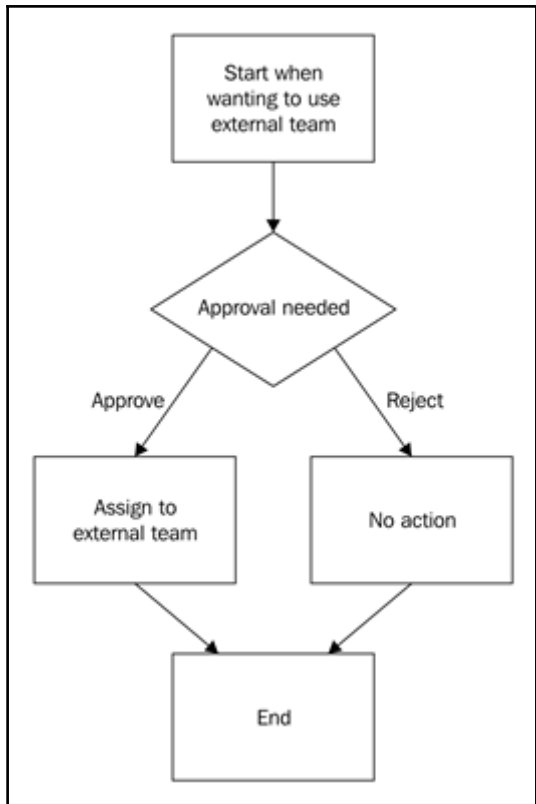Work notes   Post

---

Selected

Pending
Open
Work in Progress
External repair
Closed Complete

Group Hierarchy

☐ 👥 Maintenance
    ⊞ 👥 Housekeeping

State	External repair ▾
Approval	Approved ▾
Assigned to	🔍
Assignment group	Cornell Hotel Services 🔍 ⓘ

Add Record Producer for Maintenance to Service Catalog   Cancel   **Save**

Name: Room Maintenance

Short description: Submit a Room Maintenance issue

Category: Can We Help You?   🔍 ⓘ

Available

Delivery plan [+]
Delivery task [+]
Domain [+]
Domain Path
Due date
Duration
Escalation
Expected start
Follow up
Group list
Impact
Knowledge
Location [+]
Made SLA
Number
Opened
Opened by [+]
Order

➕
Add

▶

◀

Remove

Selected

Short description
Room
Description

Up
🔼
🔽
Down

Save   Save and Open   Cancel

Submit a Room Maintenance issue

Are you having problems with your room? Please fill out this form, and click the Submit button to send through a maintenance alert. One of our team will be with you right away to fix the issue!

✳ What issue are you facing? Please give a brief summary

Leaking tap

✳ Room

101

Please enter a longer description that outlines the issue you are having.

▶ More information

My tap is leaking. Water is going all over the floor! Please come and help me!

Submit

Follow | Update | Send to External | Delete

Your maintenance request has been received. The reference number is MAI0001005. A member of the team will contact you shortly! ✕

Number	MAI0001005	State	Open
Room	101 🔍 ⓘ	Approval	Not Yet Requested
Priority	4 - Low	Assigned to	🔍
		Assignment group	Maintenance 🔍 ⓘ

Short description: Leaking tap

Description: My tap is leaking. Water is going all over the floor! Please come and help me!

Work notes:

Post

Activity

👤 System Administrator   2016-09-05 22:25:02

Impact	3 - Low
Opened by	System Administrator
Priority	4 - Low
State	Open

Update | Send to External | Delete

| Collection | Items | Implementation detail | Questions and answers |

```
┌─────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ ▶ Begin         │      │ 🕐 SLA Percentage   ⊗│      │ 📋 Create Event    ⊗│
│                 │      │    Timer            │      │                     │
│ Begin           │─────▶│                     │      │ Give assignee a     │
├─────────────────┤      │ Wait for 75%        │   ┌─▶│ warning             │
│ Always       ▢  │      ├─────────────────────┤   │  ├─────────────────────┤
└─────────────────┘      │ Repair           ▢  │   │  │ Always           ▢──┼──┐
                         ├─────────────────────┤   │  └─────────────────────┘  │
                         │ Normal           ▢──┼───┘                           │
                         └─────────────────────┘                               │
                                                                               │
              ┌────────────────────────────────────────────────────────────────┘
              │
              ▼
┌─────────────────────┐      ┌─────────────────────┐
│ 🕐 SLA Percentage   ⊗│      │ 📋 Create Event    ⊗│
│    Timer            │      │                     │
│                     │   ┌─▶│ Notify manager of   │
│ Wait for 25%        │   │  │ breach              │
├─────────────────────┤   │  ├─────────────────────┤
│ Repair           ▢  │   │  │ Always           ▢──┼──┐
├─────────────────────┤   │  └─────────────────────┘  │
│ Normal           ▢──┼───┘                           │
└─────────────────────┘                               │
              ┌────────────────────────────────────────┘
              │
              ▼
┌─────────────────────┐      ┌─────────────────┐
│ 📜 Run Script      ⊗│      │ 🏁 End          │
│                     │      │                 │
│ Reassign to default │   ┌─▶│ End             │
│ team                │   │  └─────────────────┘
├─────────────────────┤   │
│ Always           ▢──┼───┘
└─────────────────────┘
```

Submit
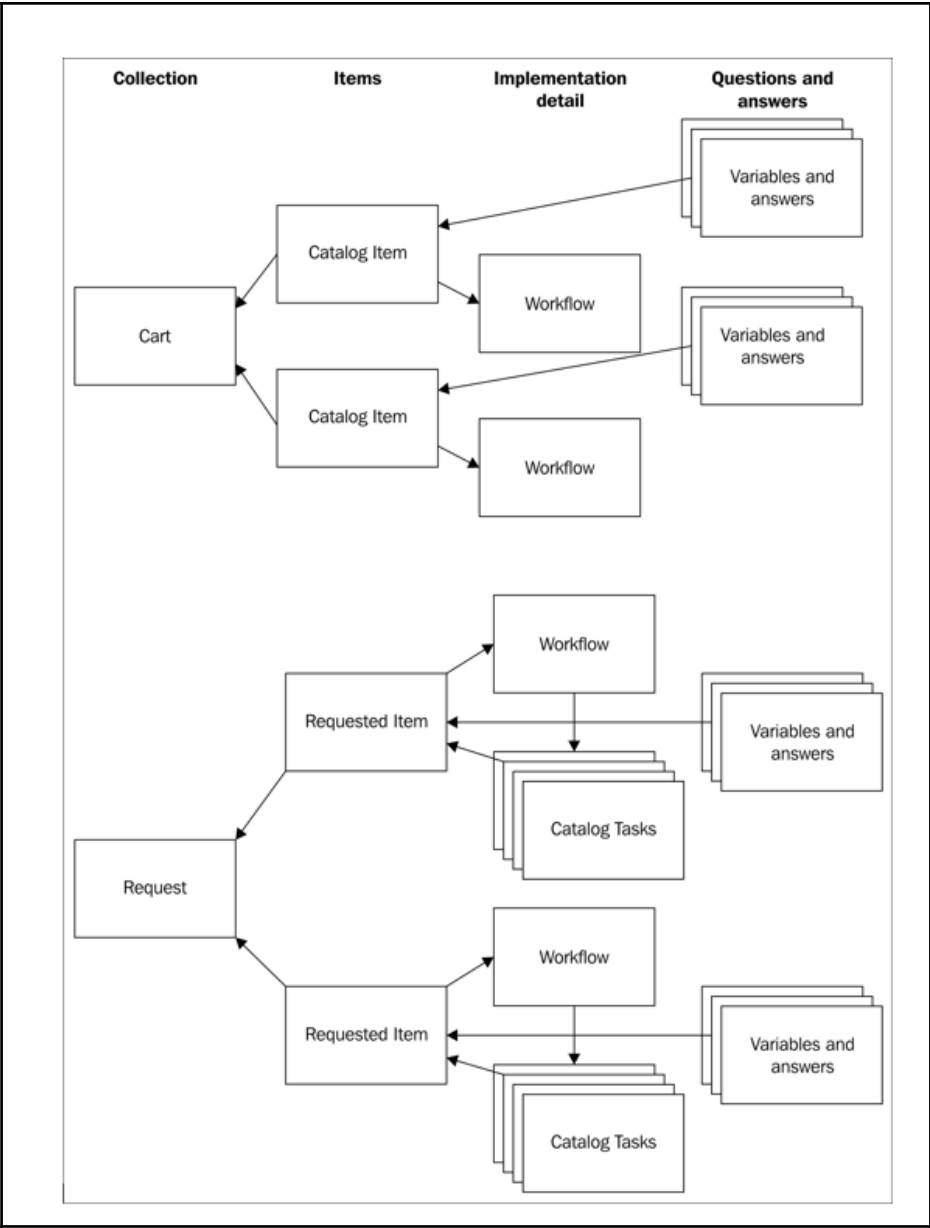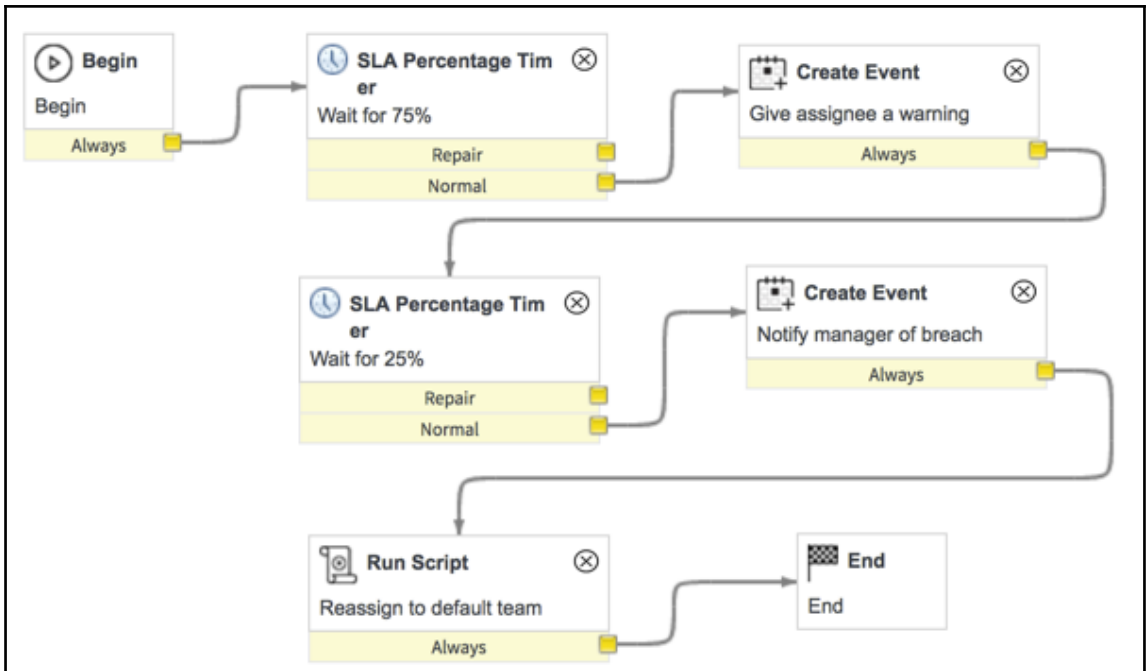
An SLA starting now will breach on 2016-09-05 23:43:04 (Actual elapsed time: 5 Minutes)

Name	Priority 1
Type	SLA
Table	Maintenance [x_hotel_maintenance]
Workflow ?	Notify and reassign
Active	✓
Enable logging	☐

Application	Hotel
Duration type ?	User specified duration
Duration	Days 00
	Hours 00 5 00
Schedule source ?	No schedule

SLA will run 24x7 as no schedule is selected

| Timezone source ? | The caller's time zone |

Start condition | Pause condition | Stop condition | Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition ? | Add Filter Condition | Add "OR" Clause

All of these conditions must be met

| Active | is | true | AND OR ✕ |
| Priority | is | 1 - Critical | AND OR ✕ |

Retroactive start	✓	Set start to	Created
Retroactive pause	✓		
When to cancel	Start conditions are not met		

Task = MAI0001002

		SLA definition	Stage	Start time	Breach time	Actual elapsed time	Actual elapsed percentage	Actual time left	Busi
☐	ⓘ	Priority 1	● In progress	2016-09-05 23:45:58	2016-09-05 23:50:58	3 Minutes	● 60	2 Minutes	3 Minut
☐	ⓘ	Other priorities	Cancelled	2016-09-05 23:45:58	2016-09-05 23:55:58	2 Minutes	● 29.83	7 Minutes	2 Minut

Actions on selected rows...   1 to 2 of 2

Chapter 6: Events, Notifications, and Reporting
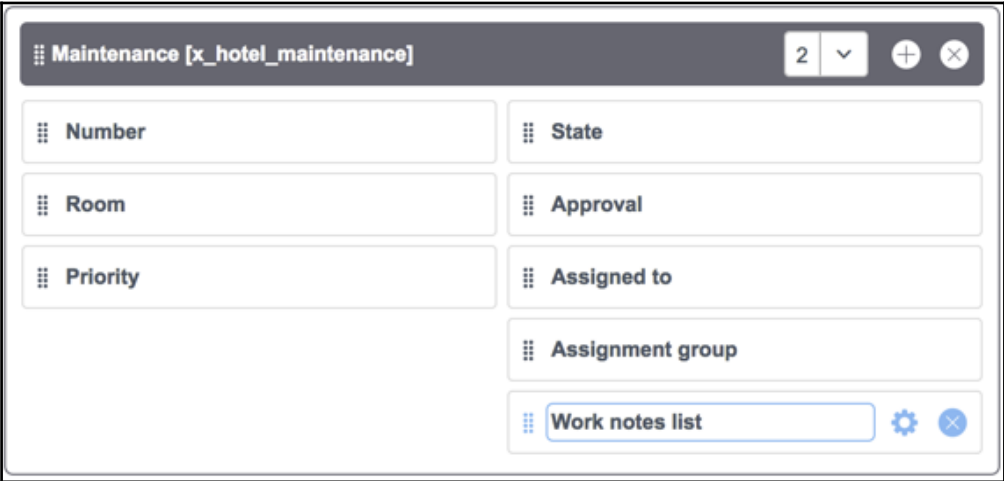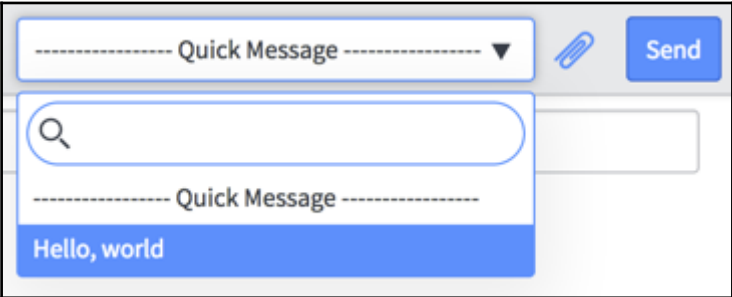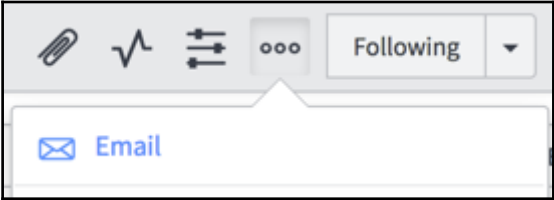
User
System Administrator [Maintenance view]

User ID	admin	
First name	System	

Email	martin@gardiner-hotel	
Notification	Enable	

Update

Notification Preferences

Create New Device

Notifications	Subscriptions

All Notifications

Appointment

Approval

Assessment Instance

Asset

Catalog Task

Notification	Primary email	Primary email
Activity Stream @Mention Email (Notification) Edit		
Appointment Invite (Appointment) Edit		
Appointment Update (Appointment) Edit		
Approval Error Message response (Inbound Email Actions) Edit		
Approval Rejected (Approval) Edit		
Approval Rejected By Other (Approval) Edit		

Add Personal Subscription ✕

⁕ Name
All work notes

⁕ Notification
Work notes update (Subscribable) 🔍 ⓘ

Table
Maintenance [x_hotel_maintenance] ▼

Active
☑

Send to
🔒 Primary email

Send when
Add Filter Condition | Add "OR" Clause

-- choose field -- ▼ | -- oper -- ▼ | -- value --

Submit

My account
Exchange/Office 365 Account

Account description: My account

Personal information

Full name: The guy in charge

E-mail address: primeminster@number10.gov.uk

Metrics Timeline ⊗

MAI0001020 Metrics | 1D 5D 1W 2W 1M 3M 6M YTD 1Y Max | From: 2016-09-10 18:45:53 | To: 2016-09-10 18:48:29

⊟ **Maintenance states**

Open — Open

Work in Progress — Work in Progress

External repair — External repair

Closed Complete — Closed Complete

Tasks opened per day
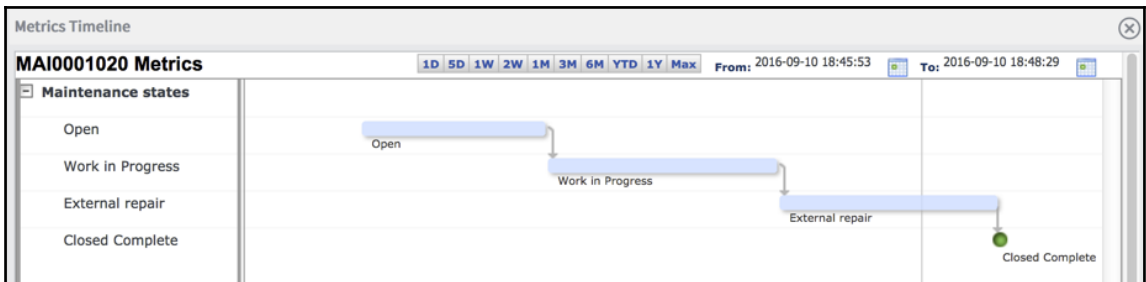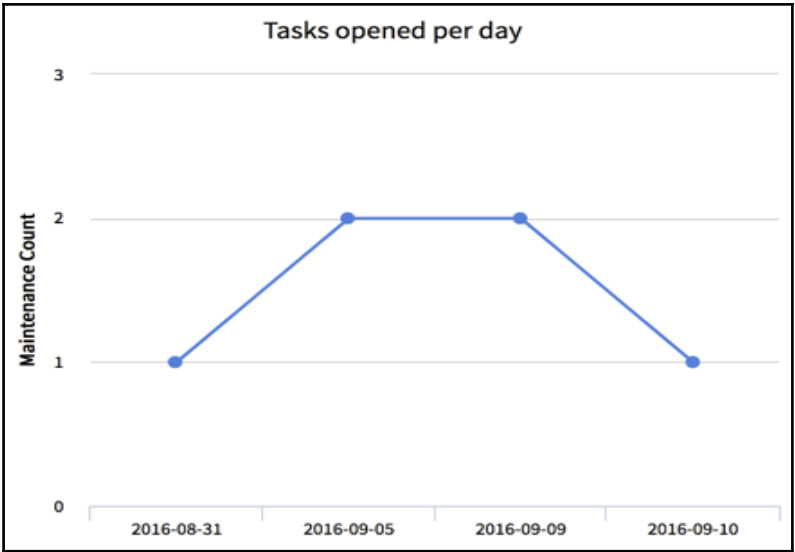
My Maintenance

+ | My Maintenance ▼ | ⚙ ↻

Add content | **My Maintenance** | Change Layout

Shift handover

▶		Number ▲	Priority	State	Assigned to	Short description	Task type
▼ State: Open (2)							
	ⓘ	MAI0001010	4 - Low	Open		End of reservation room cleaning	Maintenance
	ⓘ	MAI0001011	4 - Low	Open		Noisy air conditioner	Maintenance

◀◀ ◀ | 1 | to 1 of 1 ▶ ▶▶

✦ Reservations for today

1

Maintenance counts

Open Maintenance Tasks
•How many maintenance tasks still need to be closed | 5

High priority tasks
•Of those, how many are higher priority | 4

Chapter 7: Exchanging Data – Import Sets, Web Services, and other Integrations

Export	▷	Excel (.xlsx)
Update Selected		CSV
Update All		XML
Create Application Files		PDF ▶
Import XML		Export Set

CSV, Excel, PDF, etc Web Services

| Other system | **Connection** initiated by remote system →
 ← **Data** retrieved from ServiceNow | ServiceNow |

SOAP / REST Direct Web Services

Other system → ServiceNow

Connection initiated by remote system

Data can be retrieved from, and inserted or updated in ServiceNow

Projects
▼ 📁 x_hotel_maintenance_list
  ▼ ⇄ ServiceNowSoap
    ▶ ⟳ deleteMultiple
    ▶ ⟳ deleteRecord
    ▶ ⟳ get
    ▶ ⟳ getKeys
    ▼ ⟳ getRecords
        SOAP Request 1
    ▶ ⟳ insert
    ▶ ⟳ update

```
/x_hotel_maintenance_list.do?SOAP
```

```xml
<soapenv:Envelope xmlns:soapenv="http:/.
    <soapenv:Header/>
    <soapenv:Body>
        <x:getRecords>
            <active>true</active>
        </x:getRecords>
    </soapenv:Body>
</soapenv:Envelope>
```

```xml
-ENV:Envelope xmlns:SOAP-ENV="http://
OAP-ENV:Body>
 <getRecordsResponse>
    <getRecordsResult>
        <active>1</active>
        <activity_due/>
        <additional_assignee_list/>
        <approval>approved</approval>
        <approval_set>2016-09-05 20:21
        <assigned_to>6816f79cc0a801640
        <assignment_group/>
        <business_duration/>
        <business_service/>
        <calendar_duration/>
        <close_notes/>
        <closed_at/>
        <closed_by/>
        <cmdb_ci/>
        <comments_and_work_notes/>
        <company/>
        <contact_type/>
        <correlation_display/>
        <correlation_id/>
        <delivery_plan/>
        <delivery_task/>
```

Authorization: Basic

Username: admin

Password: •••••

Response Body

```json
{
  "result": [
    {
      "calendar_integration": "1",
      "country": "",
      "user_password": "",
      "last_login_time": "",
```

Response Body

```xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
    <result>
        <calendar_integration>1</calendar_integration>
        <country/>
        <user_password/>
        <last_login_time/>
```

Request Body

Builder | Raw

Short des... ▼ | Creaky floorboard | ✕
Room ▼ | 101 | ✕
State ▼ | 2 | ✛ ✕

{"short_description":"Creaky floorboard","room":"101","state":"2"}

Data Sources | Target tables

Active Directory

Database

CSV

XML

Import Set tables

Transform Maps

Users

Tasks

ITSM data

Supporting data

Importing data

Other system

Connection initiated by ServiceNow

Data retrieved by ServiceNow

ServiceNow
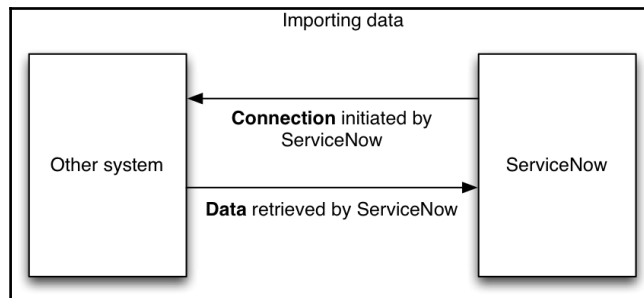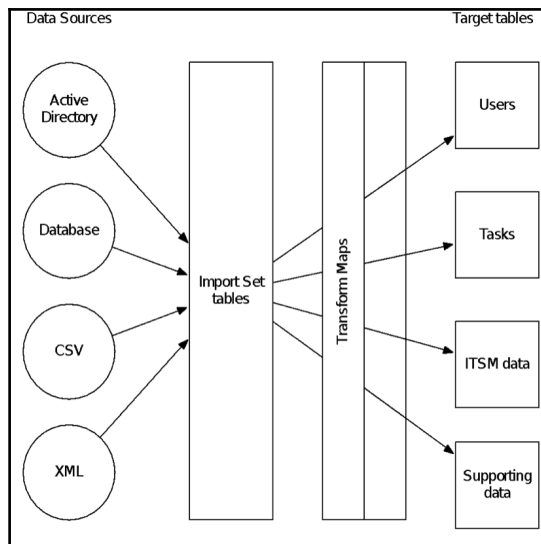
▽ All

⚙ 🔍	☰ Row	☰ Set ▼	☰ State	☰ number	☰ location	☰ location/corridor	☰ location/floor
	Search	Search	Search	Search	Search	Search	Search
☐ ⓘ	0	ISET0010001	Pending	123	<?xml version="1.0" encoding="UTF-8"?><l...	A5	1
☐ ⓘ	1	ISET0010001	Pending	124	<?xml version="1.0" encoding="UTF-8"?><l...	A5	1

☐ Actions on selected rows... ▼ ◀◀ ◀ 1 to 2 of 2 ▶ ▶▶

Coalesce field not indexed ⊠

⚠ None of fields configured to coalesce are indexed on the target table. Unindexed coalesce fields may impact performance during transformation. If you want to create an index, click OK. Otherwise, click Cancel to return to your transform map.

Cancel **OK**

☰ **Field Maps** New ◀◀ ◀ 1 to 1 of 1 ▶ ▶▶ ⊟

⚙ | ☰ Source field | ☰ Target field | ☰ Coalesce |
| --- | --- | --- |
| ☐ ⓘ u_number | number | true |

```
┌─────────────────────────┐
│   Coalescing Field      │
│        Maps             │
└─────────────────────────┘
            │
            ▼
         ◇ Insert or ◇
           Update?
            │
            ▼
┌─────────────────────────┐
│       onBefore          │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│   Other Field Maps      │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│    onForeignInsert      │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│        Script           │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│     Database write      │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│       onAfter           │
└─────────────────────────┘
```
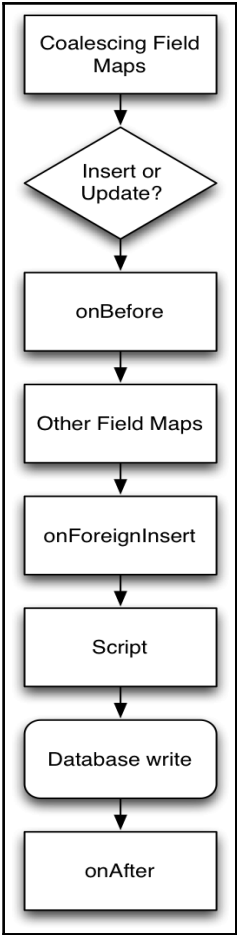
| ☰ | LDAP OU Definitions | New | Go to | Name ▼ | Search | | | ◀◀ ◀ | 1 | to 1 of 1 | ▶ ▶▶ ▣ |

Server = Gardiner Hotels

⚙	🔍	☰ Name ▲	☰ RDN	☰ Query field	☰ Table	☰ Filter
☐	ⓘ	● Users		cn	User [sys_user]	(objectClass=person)

| ☐ | Actions on selected rows... ▼ | | | | ◀◀ ◀ | 1 | to 1 of 1 | ▶ ▶▶ |

LDAP Nodes
 cn=admin
  cn=staff
   cn=readonly
  cn=guests
   cn=Raylene Miles
   cn=Lady Morris
   cn=Richard Morris
   cn=Roger Tarry
   cn=Alice Tarry
   cn=Abitha Tibbs
   cn=Ursula Gatsby
   cn=Danny Brown

Field Map	
uid	User ID
cn	Name

	Source field	Target field	Coalesce	
☐ ⓘ	u_uid	user_name	true ▾ ✓ ✕	
☐ ⓘ	u_cn	name	false	

⚙	🔍	≡ User ID	≡ Name ▲	≡ Email	≡ Active
☐	ⓘ	atibbs	Abitha Tibbs		true
☐	ⓘ	atarry	Alice Tarry		true
☐	ⓘ	dbrown	Danny Brown		true
☐	ⓘ	lmorris	Lady Morris		true
☐	ⓘ	rmiles	Raylene Miles		true
☐	ⓘ	rmorris	Richard Morris		true
☐	ⓘ	rtarry	Roger Tarry		true
☐	ⓘ	ugatsby	Ursula Gatsby		true

Web Service Import Sets

Other system

Connection established from remote system

Data sent from remote system

ServiceNow
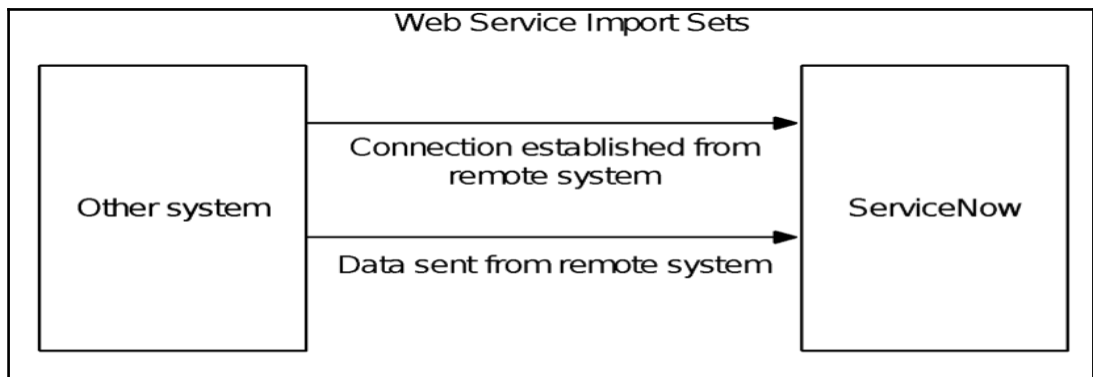
```
- <SOAP-ENV:Envelope SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
  - <SOAP-ENV:Body>
    - <SOAP-ENV:Fault>
        <faultcode xsi:type="xsd:string">Client</faultcode>
        <faultactor xsi:type="xsd:string"/>
        <faultstring xsi:type="xsd:string">Task number and room are mandatory</faultstring>
        <detail xsi:type="xsd:string"/>
      </SOAP-ENV:Fault>
    </SOAP-ENV:Body>
  </SOAP-ENV:Envelope>
```

▽ SOAP Function = create

		☰ Name ▲	☰ Test value	☰ Escape type
☐	ⓘ	number	MAI0001	No escaping
☐	ⓘ	room	1010	No escaping

| ☐ | Actions on selected rows... ▼ | | ◀◀ ◀ | 1 | to 2 of 2 | ▶ ▶▶ |

Preview SOAP message script usage   ✕

```
try {
 var s = new sn_ws.SOAPMessageV2('x_hotel.CHS SOAP', 'create');

//override authentication profile
//authentication type ='basic'
//r.setAuthentication(authentication type,profile name);

 s.setStringParameter('room', '1010');
 s.setStringParameter('number', 'MAI0001');
 var response = s.execute();
 var responseBody = response.getBody();
 var status = response.getStatusCode();
}
catch(ex) {
 var message = ex.getMessage();
}
```
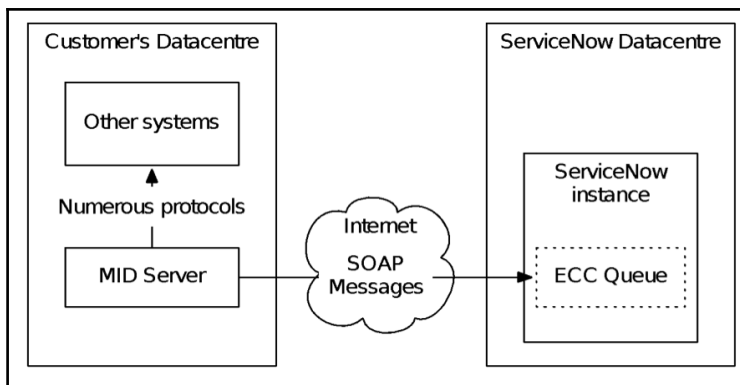
		☰ Name ▲	☰ Host name	☰ Status	☰ Validated
⚙	🔍				
☐	ⓘ	midserver	midserver	● Up	● Yes

Queue
New record

< ☰   📎 ⚙ ⊙⊙⊙   **Submit**

Agent	mid.server.midserver	Queue	output ▾
Topic	Command	State	ready ▾
Name	whoami	Processed	🗓

All > Created on Today > Topic = Command > Queue = input

		☰ Created	☰ Agent	☰ Topic	☰ Name ▲
⚙	🔍				
		Search	Search	=Comma	Search
☐	ⓘ	2016-09-18 22:33:21	mid.server.midserver	Command	whoami

All > Created on Today > Topic = JavascriptProbe

		☰ Created ▼	☰ Agent	☰ Topic	☰ Name	☰ Source	☰ Queue
⚙	🔍						
		Search	Search	=JavascriptPr	Search	Search	Search
☐	ⓘ	2016-09-18 22:43:16	mid.server.midserver	JavascriptProbe			input

Pull

System A

Connection initiated and
controlled by System A

Data is pulled from System B
to System A

System B

Push

System A

Connection initiated and
controlled by System A

Data is sent from System A
to System B

System B

Overview

ServiceNow

MID
Server

File

LDAP

Web
Services

Shell,
Java,
JDBC

VPN

Other system

Communication through tunnel
is only possible when initiated by
the instance

ServiceNow

Chapter 8: Securing Applications and Data

System Administrator ▼

Profile

Impersonate User

Elevate Roles

Logout

Change Layout

Elevate Roles ✕

The following are session-specific privileges, session timeout or logout will remove all elevated privileges.

☐ security_admin

Grant modification access to High Security Settings, allow user to modify the Access Control List

More Info   Cancel   **OK**

⠿ **Visibility**   2 ⌄ ⊕ ⊗

| ⠿ **Roles** | ⠿ **Override application menu roles** |
| ⠿ **Active** | ⠿ Group   ⚙ ⊗ |

ServiceNow platform — Database → Security checks → Form (User's browser)

Access Control
New record

✳ Type	record		Application	Hotel
✳ Operation	create		Active	✓
Admin overrides	✓		Advanced	☐
✳ Name ▸	-- None -- ▼		-- None -- ▼	
Description				

Submit

Reservations | New | Go to | Arrival ▼ | Search | 1 to 2 of 2

▽ All

⚙ 🔍 ≡ Arrival ≡ Departure ≡ Room

Number of rows removed from this list by Security constraints: 2

☐ Actions on selected rows... ▼ 1 to 2 of 2
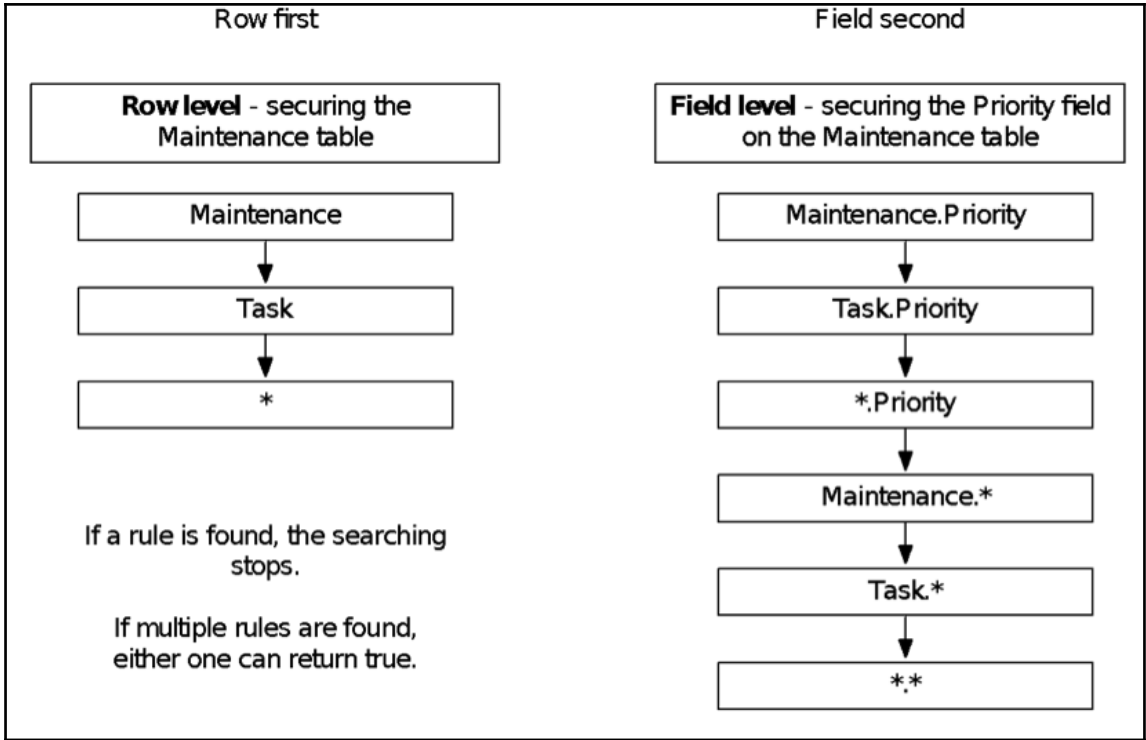
Row first	Field second
Row level - securing the Maintenance table	**Field level** - securing the Priority field on the Maintenance table

Row first:

Maintenance
↓
Task
↓
*

If a rule is found, the searching stops.

If multiple rules are found, either one can return true.

Field second:

Maintenance.Priority
↓
Task.Priority
↓
*.Priority
↓
Maintenance.*
↓
Task.*
↓
.

Maintenance
MAI0001020

Number	MAI0001020	State	Closed Complete
Room		Approval	Approved
Priority	4 - Low	Assigned to	
		Assignment group	Cornell Hotel Services

Follow ▾ Delete ↑ ↓

Follow ▾ | Update | Send to External | Delete

Number	MAI0001011	State	Open
Room		Approval	Requested
Priority	4 - Low	Assigned to	
		Assignment group	Maintenance

Short description | Noisy air conditioner

Description |

System Administrator   2016-09-09 23:12:45

Impact   3 - Low
Opened by   System Administrator
Priority   4 - Low
State   Open

Security Mechanic

Security Definition for: **x_hotel_maintenance.priority**

Operation to Secure: write

Available

ui_page_admin
ui_policy_admin
ui_script_admin
unlimited_createnow
usage_admin
user
user_admin
user_criteria_admin
view_changer
web_service_admin
workflow_admin
workflow_creator
workflow_publisher
x_hotel_check_in_user
x_hotel_guest_user
x_hotel_maintenance_user
x_hotel_reservation_user
x_hotel_room_user

Selected

x_hotel.team_leader

Save complete

Cancel   OK

Verify Security Rules for "x_hotel_maintenance.work_notes"

Read

Row level	x_hotel_maintenance	
Field level	x_hotel_maintenance.work_notes	Adding
	task.work_notes	Masking

Show All

Cancel   Continue

		☰ Name	☰ Description	☰ Assignable by	☰ Elevated privilege	☰ Updated ▼
☐	ⓘ	x_hotel.team_leader			false	2016-09-23 22:31:58
☐	ⓘ	x_hotel_maintenance_user		x_hotel.team_leader 🔍 ✅ ❌		2016-08-31 22:53:32

Diagram: TSK001 (Domain A) — **Is** used → **Bus Rule 1** Domain A; **Isn't** used → **Bus Rule 2** Domain B

Diagram: Data visibility (up arrow) / Configuration (UI & Process) (down arrow). Domain A at top, connected to Domain B and Domain C below.
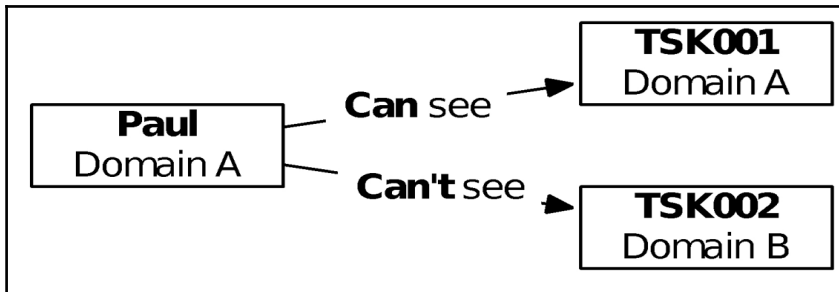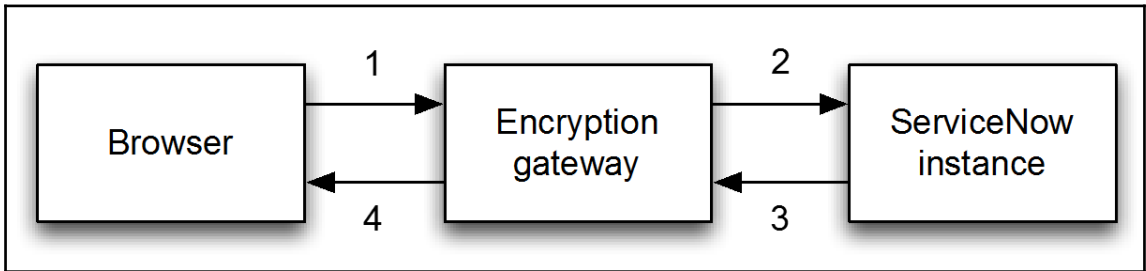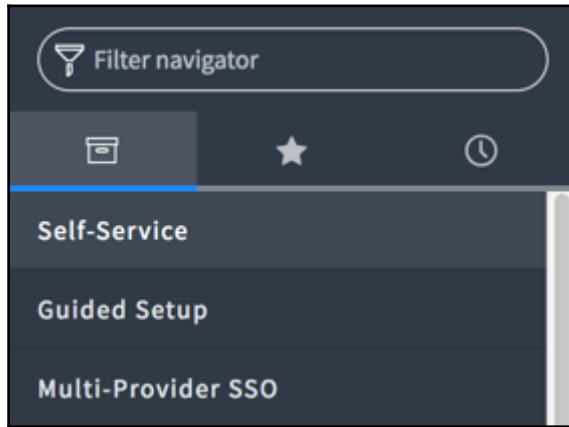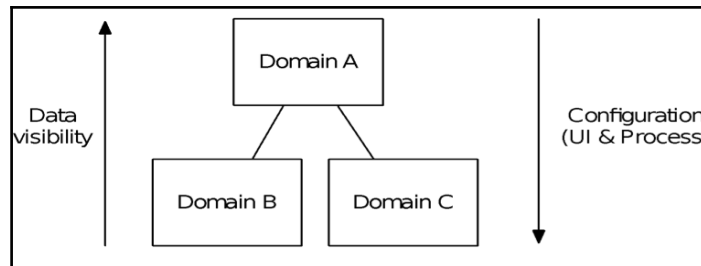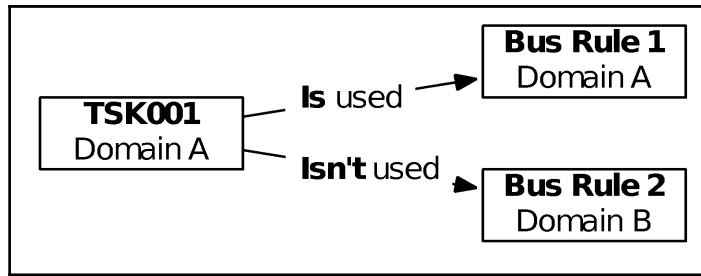
Navigation bar: global | Hotel | System Administrator

Domain hierarchy diagram:

TOP — Top level, process flows down from here. Overrides from global process are done here.

MSP — This domain "Contains" TOP for complete data access.

Oceanic Airlines — This domain can only access data from global and itself

Initech — This domain can only access data from global and itself

ACME — This domain can only access data from global and itself

Cisco — Example 3rd Party Vendor

MSP Technicians (Optional) — Optional Structure for controlling MSP domain access

Default — Tasks and users without a domain are placed in this domain when created/updated. This behavior can be overridden by: 1) Unchecking the Default field on this record, or 2) Checking the Default field on another Domain record. If no domain is set as Default, Tasks and Users with no domain are placed in the global domain.

| ☰ | Users | New | Go to | Updated ▼ | Search | | | ◀◀ ◀ | 1 | to 20 of 584 | ▶ ▶▶ |

▽ All

⚙	🔍	☰ User ID	☰ Name	☰ Email	☰ Active	☰ Created	☰ Updated ▼	☰ Domain
☐	ⓘ	guest	Guest	guest@example.com	true	2004-05-01 17:00:00	2016-09-25 01:55:53	global
☐	ⓘ	admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2016-09-25 01:55:53	global

A new 'Business Rule' has been inserted to override 'Display message (TOP)' for domain 'TOP/Initech'   ✕

| ☰ | Business Rules | New | Go to | Updated ▼ | Search | | | ⋀ ◀◀ ◀ | 1 | to 20 of 1824 | ▶ ▶▶ |

▽ All

⚙	🔍	☰ Name	☰ Active	☰ Table	☰ Application	☰ Order	☰ Updated ▼	☰ Domain	☰ Overrides
☐	ⓘ	Display message (Initech)	true	User [sys_user]	Hotel	100	2016-09-25 21:57:01	TOP/Initech	Display message (TOP)
☐	ⓘ	Display message (TOP)	true	User [sys_user]	Hotel	100	2016-09-25 21:56:43	TOP	

<	☰	User Joe Employee

| User ID | employee |

<	☰	User Initech Employee

Initech domain

| User ID | initech.employee |

<	☰	User ACME Employee

TOP domain

| User ID | acme.employee |

Contains

TOP

MSP

Initech

Instance

User Record

Username

Server

Source

Login form

Username

Password

LDAP Server

DN

Password
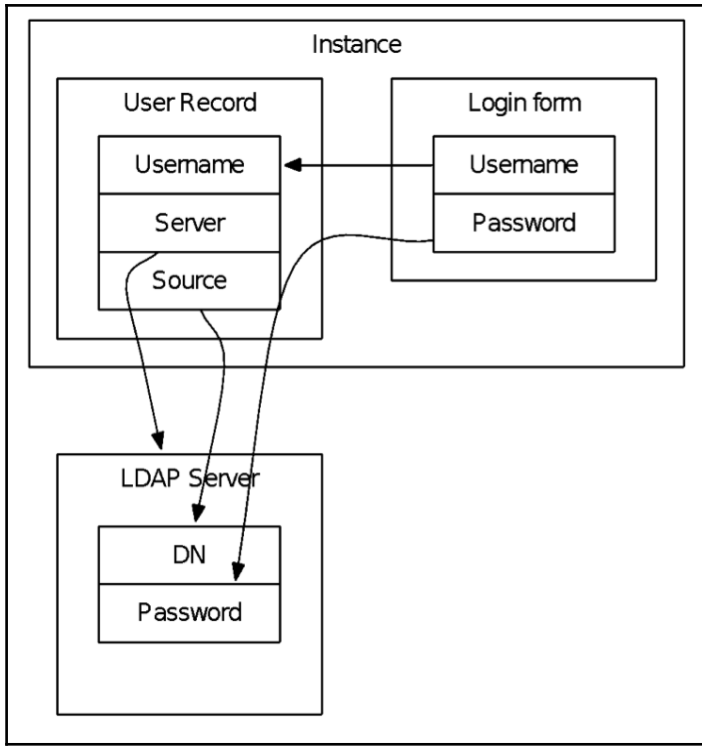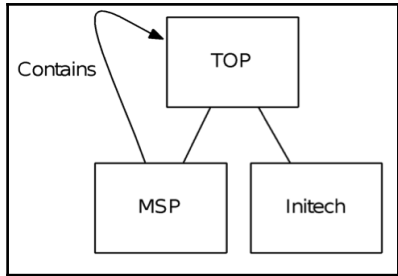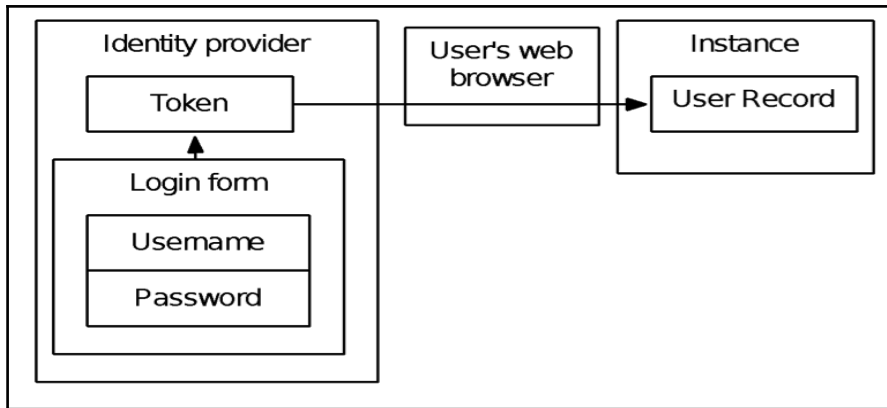
Import Identity Provider Metadata ☒

Identity Provider metadata can be imported in one of the following ways,

- Using a metadata descriptor URL.
- Using metadata descriptor XML.
- Entering metadata manually by closing this popup.

◉ URL   ◯ XML

http://idp.ssocircle.com/

Cancel   **Import**

User name

Password

✓ Remember me

Login

Use external login

☰ Field Maps	New				1 to 4 of 4	▶ ▶▶ ⊟

⚙		☰ Source field	☰ Target field	☰ Coalesce
☐	ⓘ	first_name	first_name	false
☐	ⓘ	sso_source	sso_source	false
☐	ⓘ	emailaddress	email	true
☐	ⓘ	emailaddress	user_name	false
☐	Actions on selected rows... ▾		◀◀ ◀ 1 to 4 of 4 ▶ ▶▶	

Chapter 9: Diagnosing ServiceNow – Knowing What Is Going On

Priority 🐞   4 - Low

⊘ record/x_hotel_maintenance.priority/read = true (0:00:00.000)
① record/x_hotel_maintenance.priority/write = false (0:00:00.000)

✓ 14:57:45.848: TIME = 0:00:00.000 PATH = record/x_hotel_maintenance.priority/read CONTEXT = MAI0001001 RC = true RULE =
✓✓✓ record/x_hotel_maintenance/read App:Hotel   ✓✓✓ record/x_hotel_maintenance.*/read App:Hotel
✗ 14:57:45.849: TIME = 0:00:00.000 PATH = record/x_hotel_maintenance.priority/write CONTEXT = MAI0001001 RC = false RULE =
✓✓✓ record/x_hotel_maintenance/write App:Hotel 🐾   ✗○○ record/x_hotel_maintenance.priority/write App:Hotel 🐾

Roles(Roles=x_hotel.team_leader)(Result=False)
... = MAI0001001 RC = true RULE =
...enance.*/read App:Hotel
record/x_hotel_mainter...ice.priority/write CONTEXT = MAI0001001 RC = false RULE =
/write App:Hotel 🐾   ✗○○ record/x_hotel_maintenance.priority/write App:Hotel 🐾

JavaScript Log	Field Watcher		Small	Medium	Large	⊘	▼
16:38:16 (227)	x_hotel_maintenance_list.do	Unloaded table does not match current table x_hotel_maintenance					
16:38:16 (393)	x_hotel_maintenance_list.do	running inline scripts, count: 0					
16:38:16 (393)	x_hotel_maintenance_list.do	runBeforeRender					
16:38:16 (394)	x_hotel_maintenance_list.do	runAfterAllLoaded, functions: 15					
16:38:16 (433)	x_hotel_maintenance_list.do	fireAllChangeHandlers start					
16:38:16 (434)	x_hotel_maintenance_list.do	fireAllChangeHandlers end					

Request sent

Instance

Database | Business Rules

Browser

Form sections, UI Policy, Client scripts, etc

Page displayed

Network

Instance

Network

Browser

Response

Response time(ms): 4029, Network: 3, server: 1999, browser: 2027
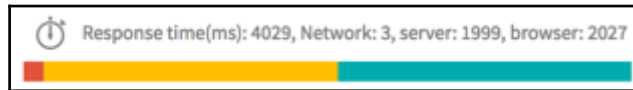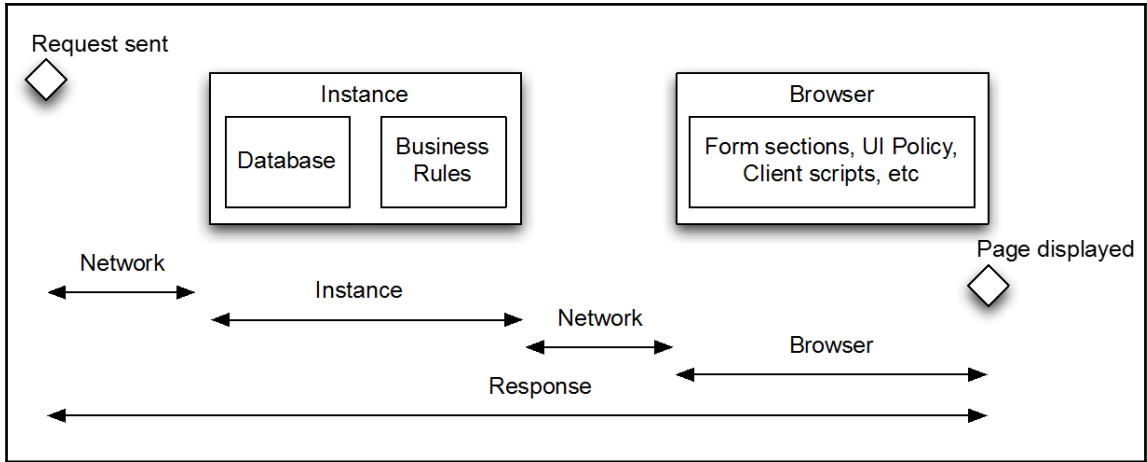
CSS and JS Parse: 690

Form Sections: 470

UI Policy - On Load: 23

The Caller field should be set to mandatory for all states except Canceled: 5

Make fields read-only on close: 15

When state is On Hold the On hold reason field is visible and mandatory: 1

Make close info mandatory when resolved or closed: 1

Priority is managed by Data Lookup - set as read-only: 1

Client Scripts - On Load: 7

calcReturn: 0

(BP) Hide Choice - Closed: 0

Hide related lists: 1

(BP) Hide Attachment Link when Closed: 0

(BP) Hide Close Notes and Code: 1

Modify Comments Label: 5

Client Scripts - On Change (initial load): 1

(BP) Set Location to User: 0

Highlight VIP Caller: 1

Browser processing before onload: 258

DOMContentLoaded to LoadEventEnd: 349

addLoadEvent functions: 525

Response time(ms): 4029, Network: 3, server: 1999, browser: 2027

Response time(ms): 4029, Network: 3, server: 1999, browser: 2027

Cache/DNS/TCP	2-2ms	0ms
Server	3-2002ms	1999ms
Unload	1256-1288ms	32ms
DOM Processing	1256-4010ms	2754ms
onLoad	4010-4029ms	19ms

Maintenance
[x_hotel_
maintenance]

100 x active
records

900 x inactive
records

Archiver

Maintenance
[x_hotel_
maintenance]

100 x active
records

Archive
Maintenance
[ar_x_hotel
_maintenance]

900 x inactive
records

Query for 2 months
data

System Log
[syslog]

System Log
[sys_audit0000]

System Log
[sys_audit0001]

System Log
[sys_audit0002]

System Log
[sys_audit...]
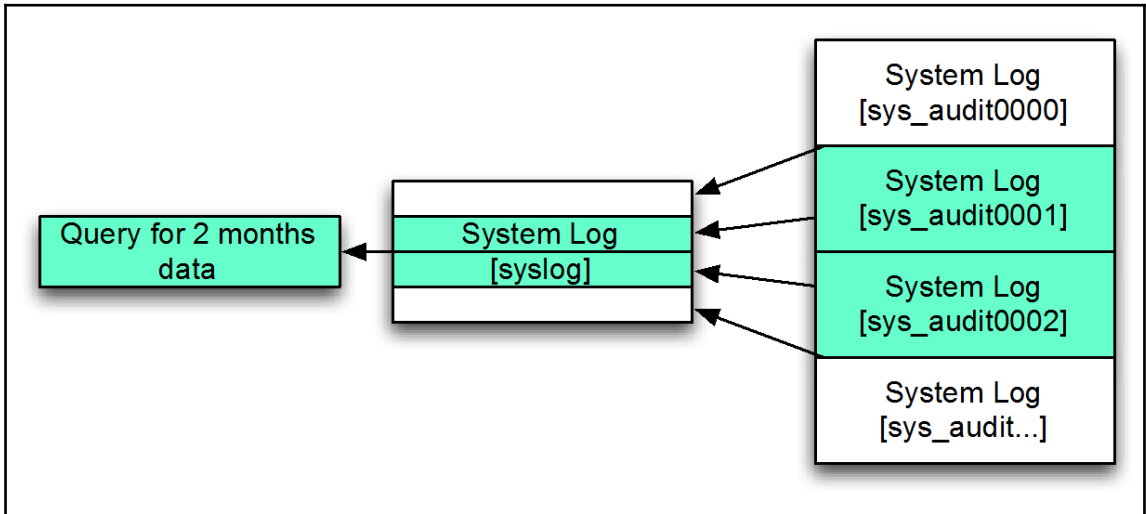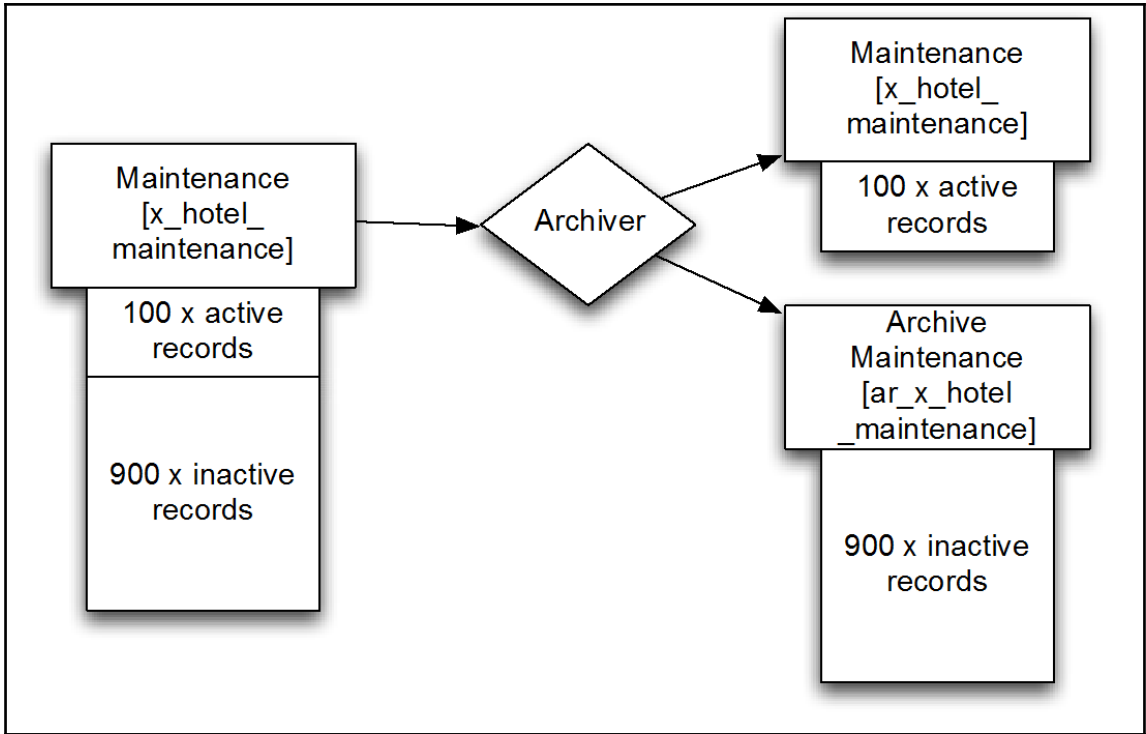
⊞ **Details for Abitha Tibbs**

Created	2016-09-29 22:06:43 by admin
Last updated	2016-09-29 22:19:59 by admin
Update count	1 (1 audited)

⊞ 2016-09-29 22:06:43 **Created by** System Administrator (13 Minutes)

⊟ 2016-09-29 22:19:59 **Updated by** System Administrator (just now)
- last activity was 13 Minutes earlier
- created 13 Minutes earlier

Field	before	after
Membership number		S04E04
VIP	false	true

Compare to Current - Script ✕

Selected Version		Current Version

```
1  (function executeRule(current, previous /*null
2
3      var gr = new GlideRecord('task');
4      gr.query();
5      while (gr.next()) {
6          // Do something
7      }
8
9  })(current, previous);
```

```
1  (function executeRule(current, previous /*null
2
3      var gr = new GlideRecord('task');
4      gr.addActiveQuery();
5      gr.query();
6      while (gr.next()) {
7      }
8
9  })(current, previous);
```

Cancel   OK

Performance Graph Controls

Time span: [1 hour ▾] Graph size: [Extra Large ▾]
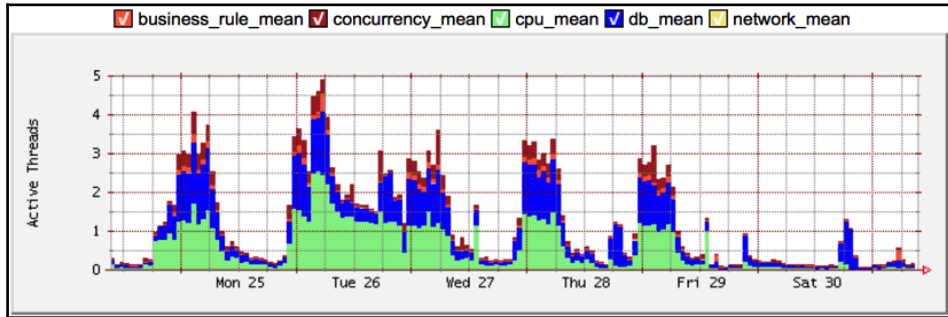
Chapter 10: Packaging with Applications, Update Sets, and Upgrades
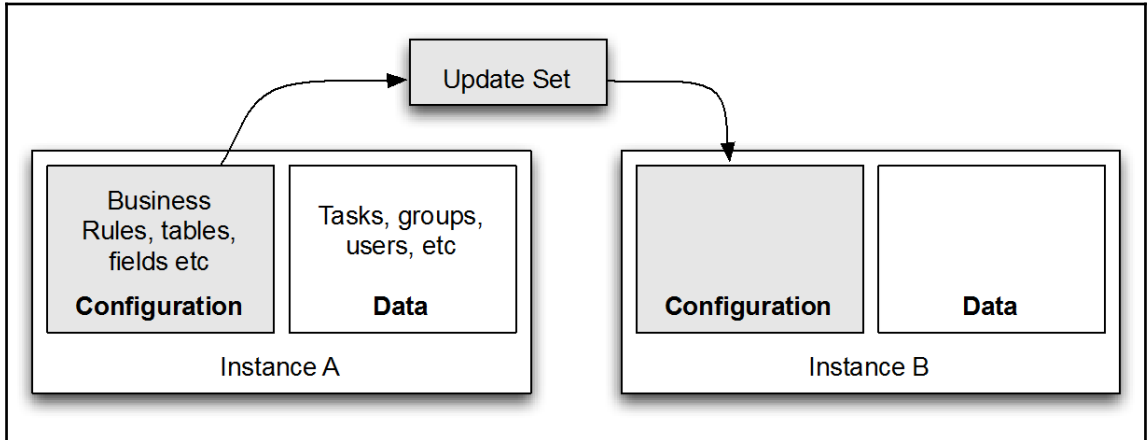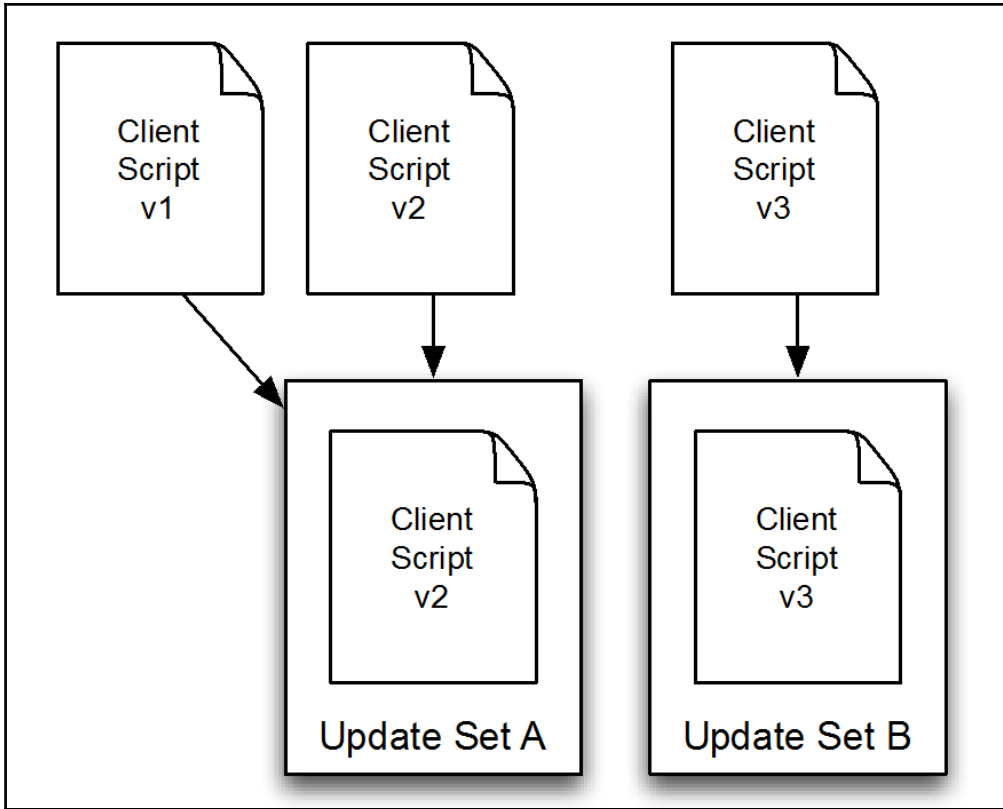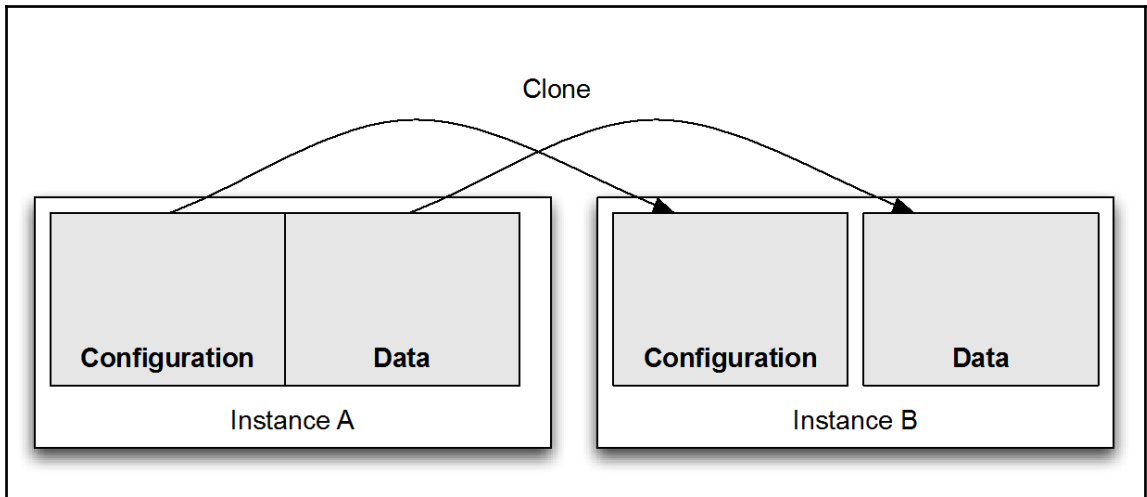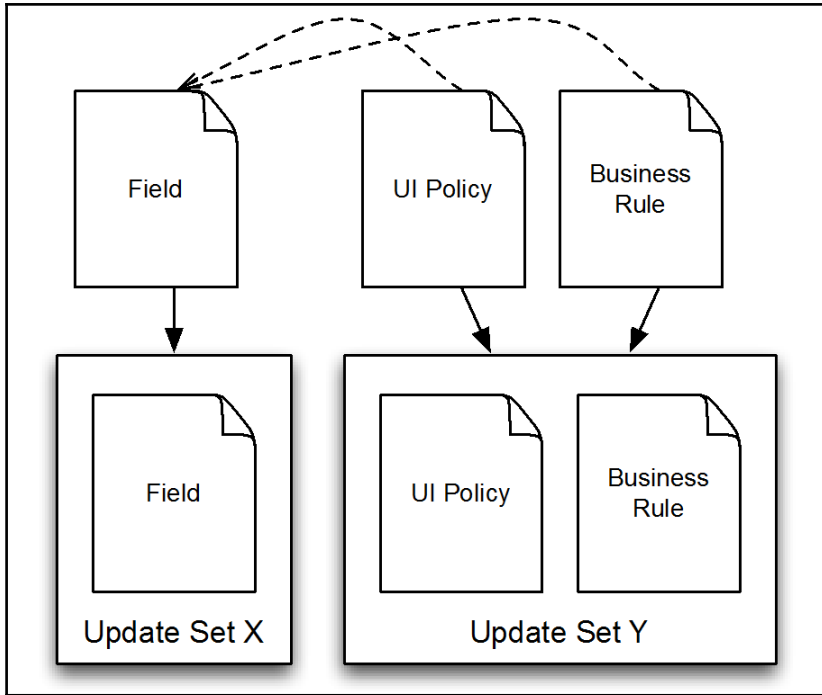
		Update Set		
Business Rules, tables, fields etc	Tasks, groups, users, etc		Configuration	Data
Configuration	**Data**			
Instance A			Instance B	

Field

UI Policy

Business Rule

Field

UI Policy

Business Rule

Update Set X

Update Set Y

Clone

Configuration

Data

Configuration

Data

Instance A

Instance B

This record is in the **Global application**, but **Hotel** is the current application. To edit this record click here.
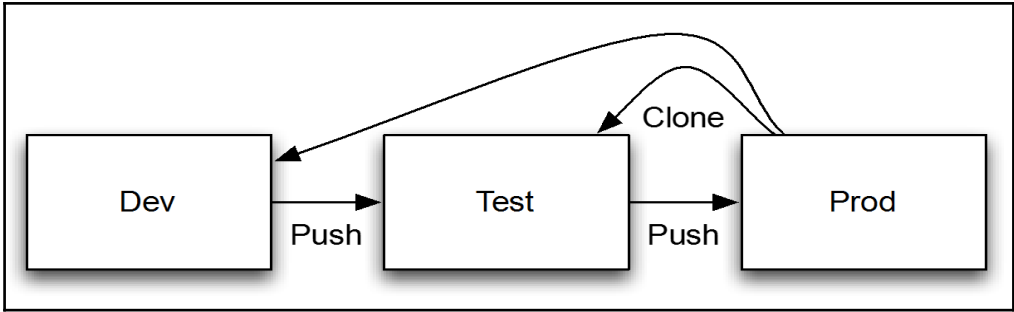
Chapter 11: Making ServiceNow Beautiful with Service Portal and Custom Interfaces
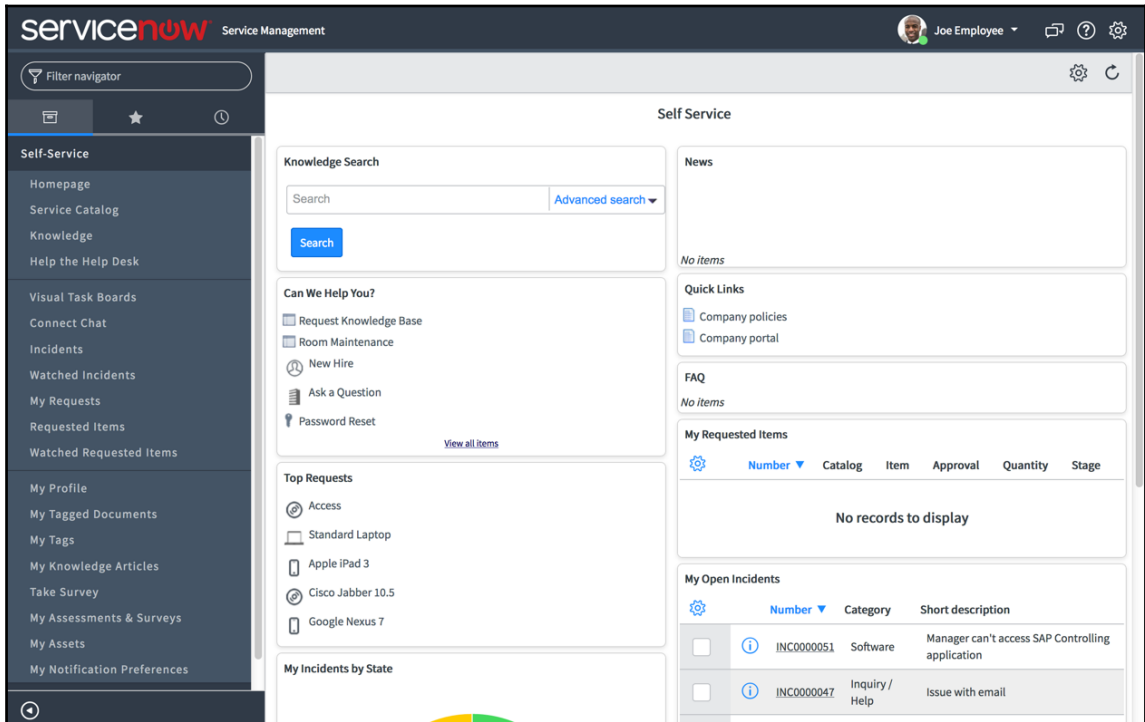
How can we help?

| Search | 🔍 |

Order Something
Browse the catalog for services and items you need

Knowledge Base
Browse and search for articles, rate or submit feedback

Get Help
Contact support to make a request, or report a problem

Community
Community-sourced answers to your questions

Current Status

No system is reporting an issue

More information...

Top Rated Articles

Popular Questions

No questions have been asked yet.

| Ask a Question |

My Approvals

You have no pending approvals

My Open Incidents

Unable to get to network file shares
INC0000002 • about a month ago

Need access to sales DB for the West

Hotel

Home page (index)

Catalog Items

New Reservation

New Maintenance task

Tasks

Reservations detail

Maintenance task detail

Header

Logo

Menu

Welcome image

Icon   Menu block   Icon

Maintenance list

Reservation list

Footer

Column > Widget

SC Catalog Item
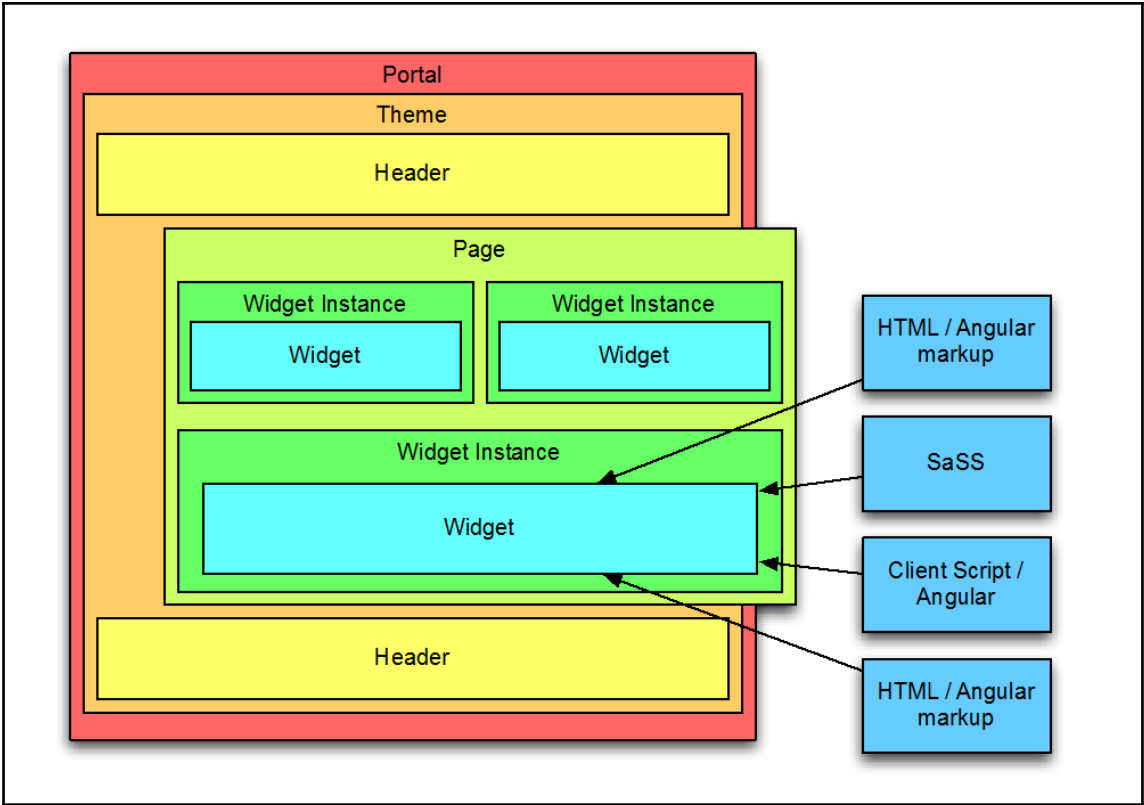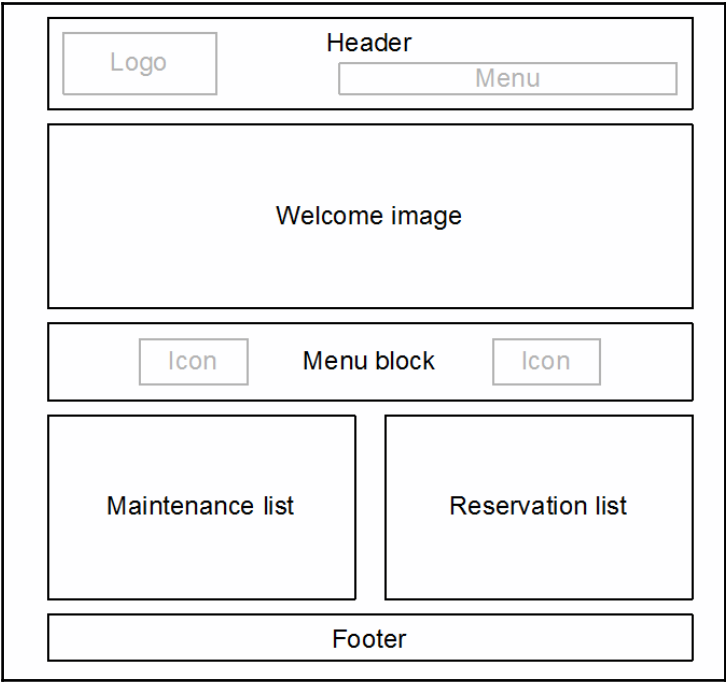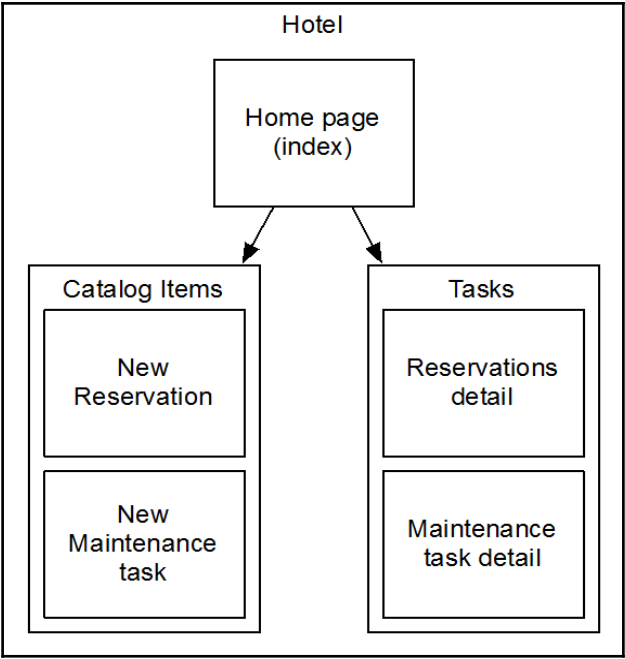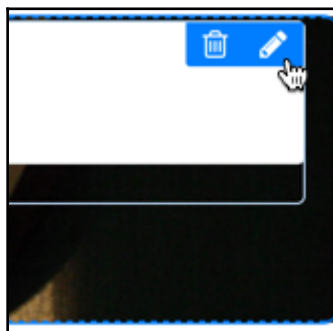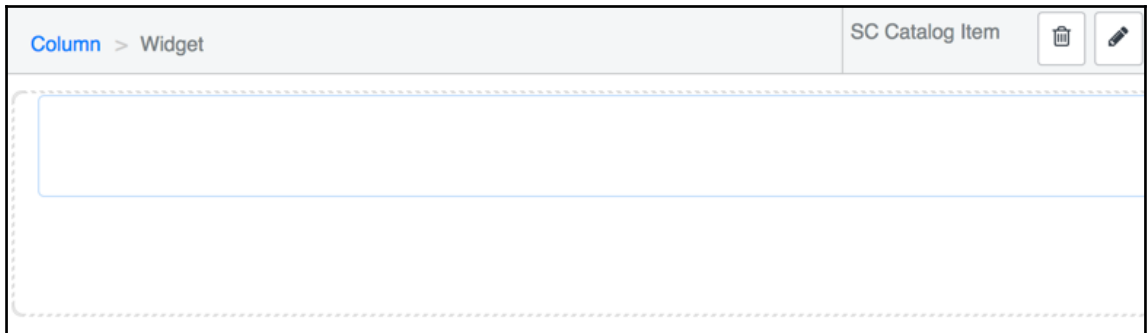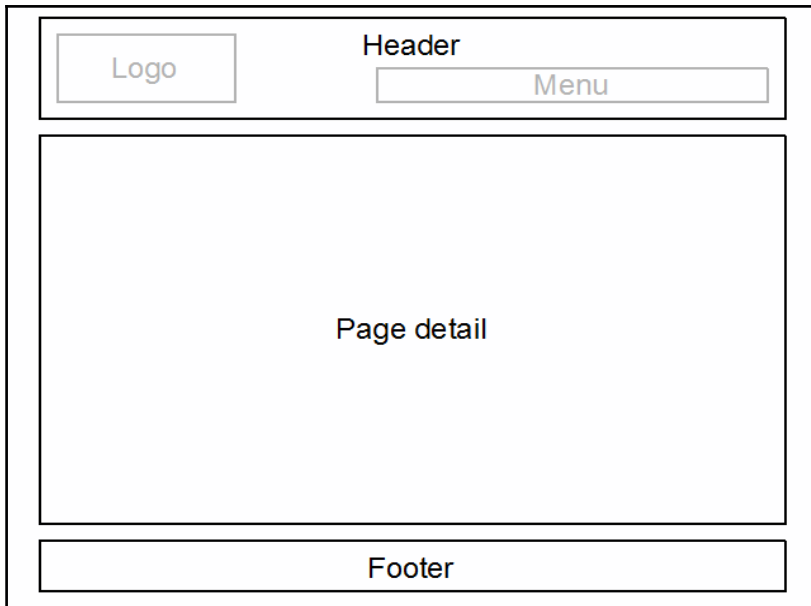
HTML

Hello there!

How can we help?
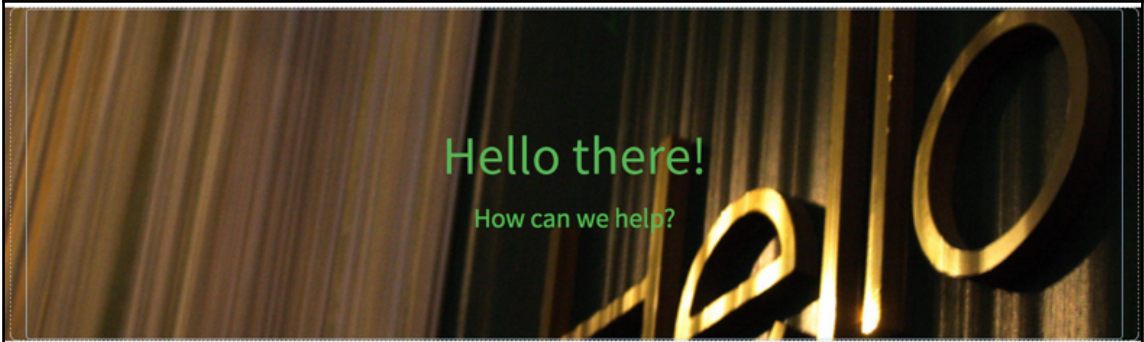
Call for help!

Need your room cleaned? Or got a leaky tap? Come this way!

Stay again!

Come and stay at Gardiner Hotels! Just tell use when you'd like to visit.

🏠 Maintenances

Bed is too comfy
MAI0001010 • 2d ago

Cleanup of popcorn
MAI0001013 • 2h ago

Creaky floorboard
MAI0001012 • 6h ago

Invasion of squirrels
MAI0001002 • 2d ago

Leaking taps
MAI0001001 • 2d ago

First 5 of 7 · View all

✈ Reservations

2016-08-11

2016-10-09

2016-10-10

2016-10-17

2016-11-01

Hello there!

How can we help?

Call for help!

Need your room cleaned? Or got a leaky tap? Come this way!

Stay again!

Come and stay at Gardiner Hotels! Just tell use when you'd like to visit

🏠 Maintenances

Bed is too comfy
MAI0001010 • 2d ago

Cleanup of popcorn
MAI0001013 • 3h ago

Creaky floorboard
MAI0001012 • 6h ago

Invasion of squirrels
MAI0001002 • 2d ago

Leaking taps
MAI0001001 • 2d ago

First 5 of 7   View all

✈ Reservations

2016-08-11

2016-10-09

2016-10-10

2016-10-17

2016-11-01

☐	ⓘ	2016-10-02 08:28:42	Header Menu	Hotel header menu	Instance with Menu	Hotel

How many tickles does it take to tickle an octupus? Ten-tickles!
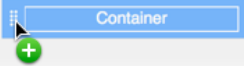
Thank you!
For being one of our best customers!
You've stayed with us 3 times.

I wondered why the baseball was getting bigger. Then it hit me.

Hello there!
How can we help?

Container

Maintenances

MAI0001006 • 6d ago

MAI0001020 • 23d ago

MAI0001001 • about a n

'Simple List' generated in: 0.003

Instance Options

Instance in Page Editor ↗

Page in Designer ↗

Gardiner Hotels

Help!   Stay again   RT

Hello there!
How can we help!

🏠
Call for help!
Need your room cleaned? Or got a leaky tap? Come this way!

✈
Stay again!
Come and stay at Gardiner Hotels! Just tell use when you'd like to visit.

Maintenances

Dripping tap
MAI0001010 • about an hour ago

Fresh towels please!
MAI0001011 • about an hour ago

Reservations

2016-10-23

2016-10-30

What's funnier than a monkey dancing with an elephant? Two monkeys dancing with an elephant.

Hello, *world*!

Please type in your name below.

Name: [_____] Submit

< ☰ **Maintenance**
MAI0001010   📎 ⌁ ⇅ ○○○   Follow ▼   Update   Send to External   Delete

There are breached SLAs

Number	MAI0001010
Room	[_____] 🔍
Priority	4 - Low ▼

State   [Open ▼]

Approval [Not Yet Requested ▼]

Assigned to [_____] 🔍

Assignment group [Maintenance] 🔍 ⓘ

Work notes list 🔒 ⌸

Short description [Cat invasion!]   💡 🖫

Description [There is a ceiling cat watching me!]

Update   Send to External   Delete

Hello, world!   ☒

Please type in your name below.

Name: [_____]   Submit

Create Reservation

| Number | 202 | Floor | 2 |

Arrival

Room

Departure

Submit

Maintenance
MAI0001011

Follow   Update   Send to External   Delete

Service Portal interface

Gardiner Hotels

Help!   Stay again

☰ MAI0001011