


# Declarative Actions in servicenow

Created by  Dylan Lindgren. Accurate as of Washington DC release (2024 Q1).

Declarative Actions enable the addition of buttons, links, menu options, and other types of actionable elements to the UI that allow for extra functionality and features to be performed without needing to customise the UI itself.

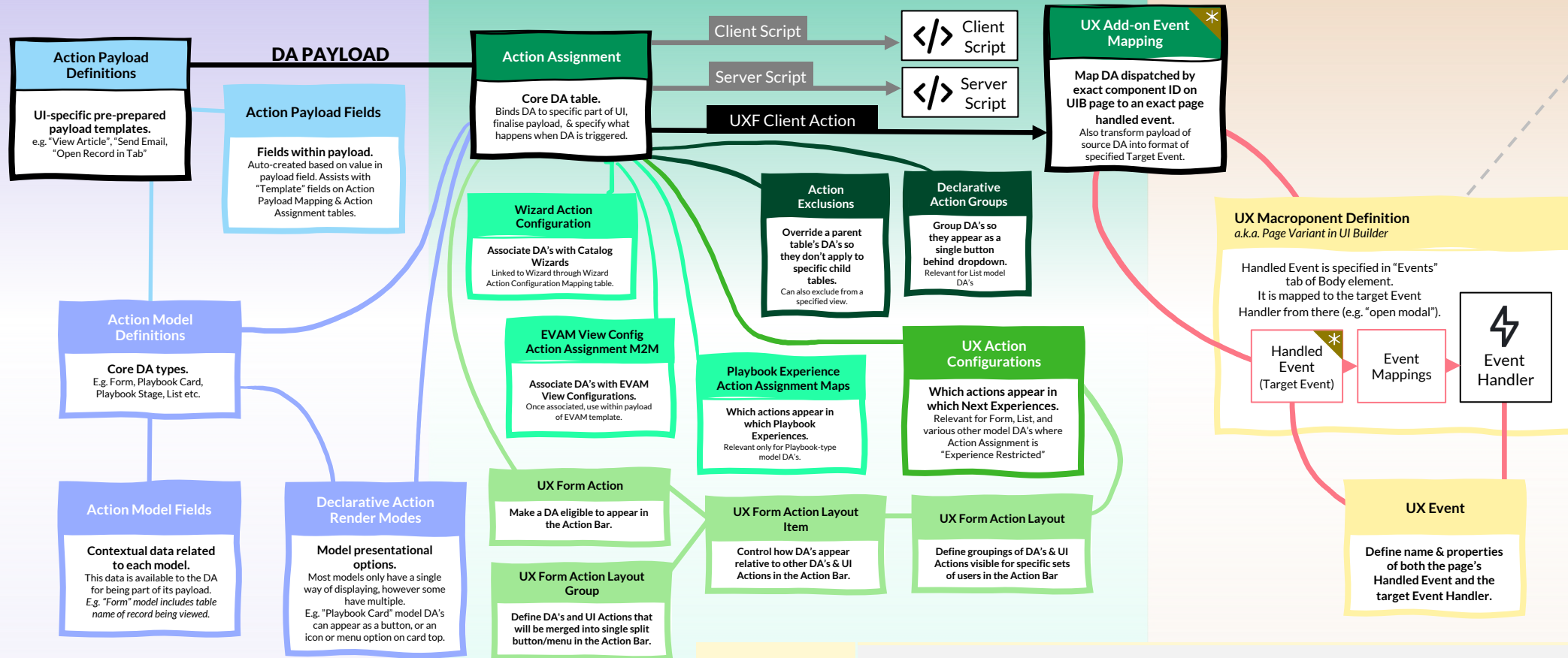
They can be thought of as an **upgrade to UI Actions** for modern Next Experience UI's.

CHEATSHEET

Page Author **{...} DEFINE**

Action Author **ASSIGN**

Page Author **HANDLE**



## Next Experience Event Dispatch & Handling

Open Custom Modal (Form) Save ...

- Declarative Action is rendered inside host component.**  
e.g. button appears inside Action Bar on form.
- Declarative Action is executed.**  
e.g. button in Action Bar is clicked.

Target Event Open DA Modal

Target Payload Mapping:

```
1 { "container": {},
2   "type": "MAP_CON"
3 }
4
```

- Target Event is dispatched with Declarative Action payload transformed.**  
As-per Target Event and Target Payload Mapping field on UX Add-on Event Mapping record.

Open DA Modal

Open or close modal dialog

Open Custom (Modal)

+ Add event handler

- Dispatched event is handled by page as per Event Mapping**  
Event mappings for page-handled events are found in the Events tab of the Body element.

## Configuration Interfaces in UI Builder

Number of anchored buttons 0

Configure declarative action event mappings

Manage UI action configuration

Any component that can be setup for Declarative Actions will have the **Configure declarative action event mappings** link to open a convenient UI for creating & editing **UX Add-on Event Mapping** records.

Use the "Handled events" section of the Events tab of the Body element to **+Add** and edit **UX Event** records and associate them with the **UX Macroponent Definition**.

Handled events

+ Add

Page Notification Record Link Click...

WDS\_TCR#OPEN\_SMS\_MODAL

NOTE: This diagram contains only tables relevant to Next Experience-based UI's e.g. it's relevant to CSM Configurable Workspace, but not the original Agent Workspace.