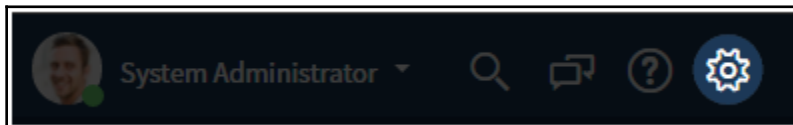
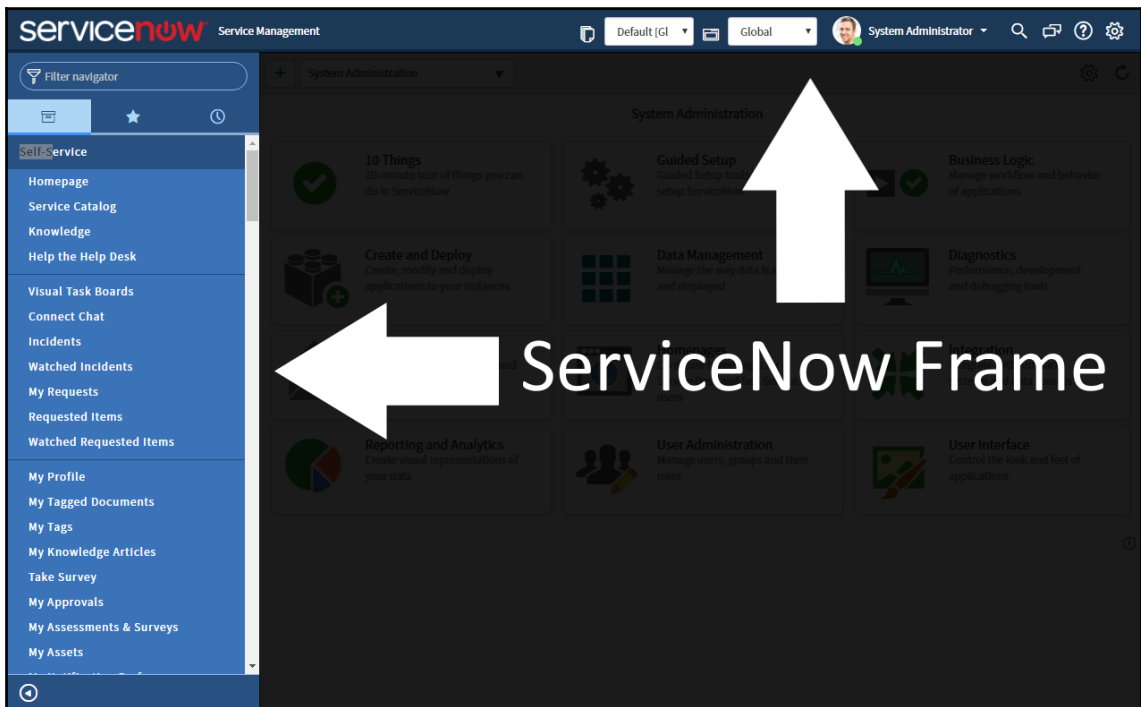
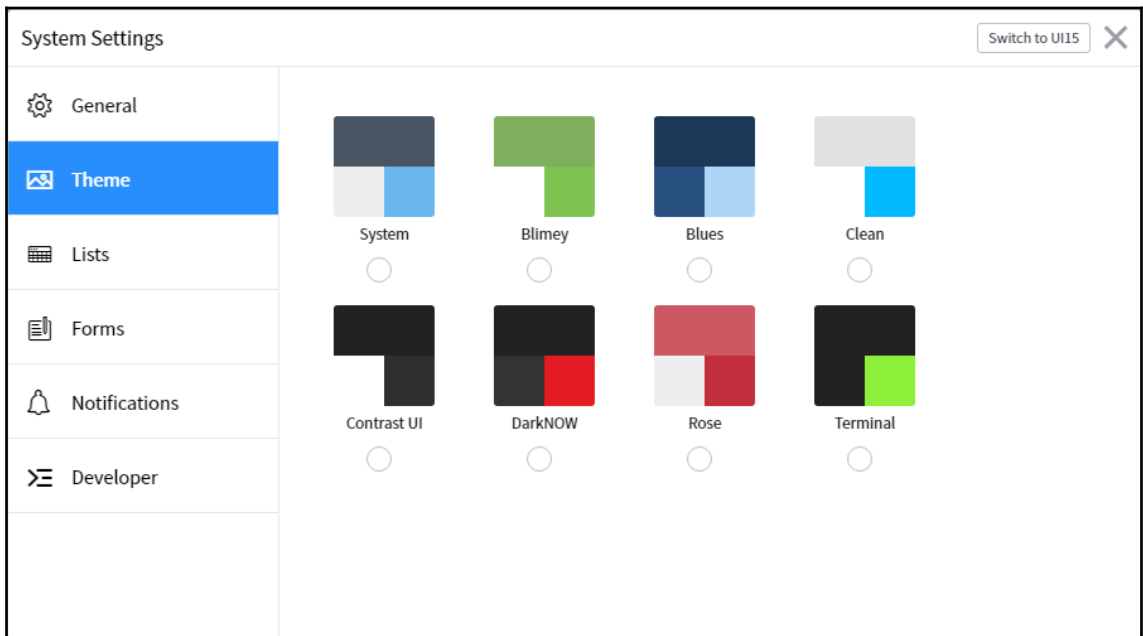
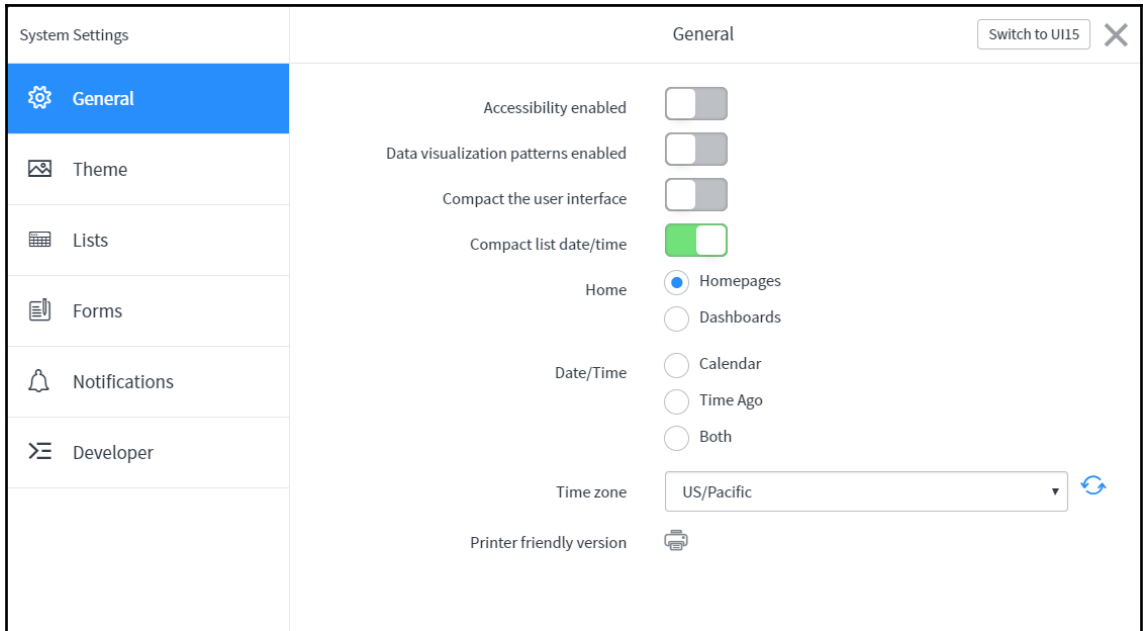
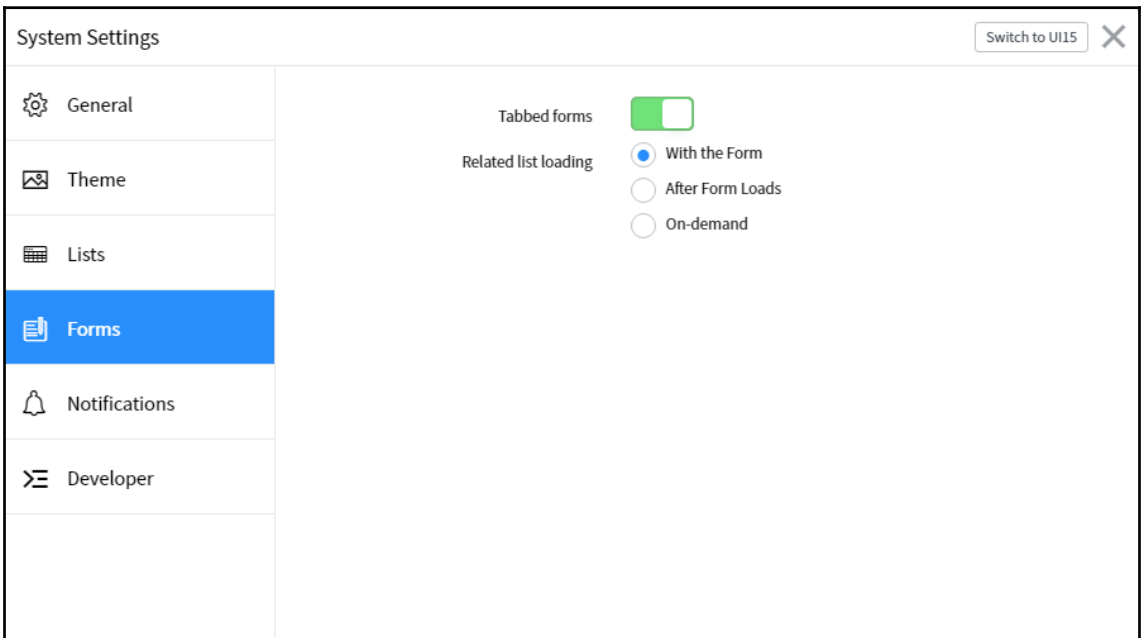
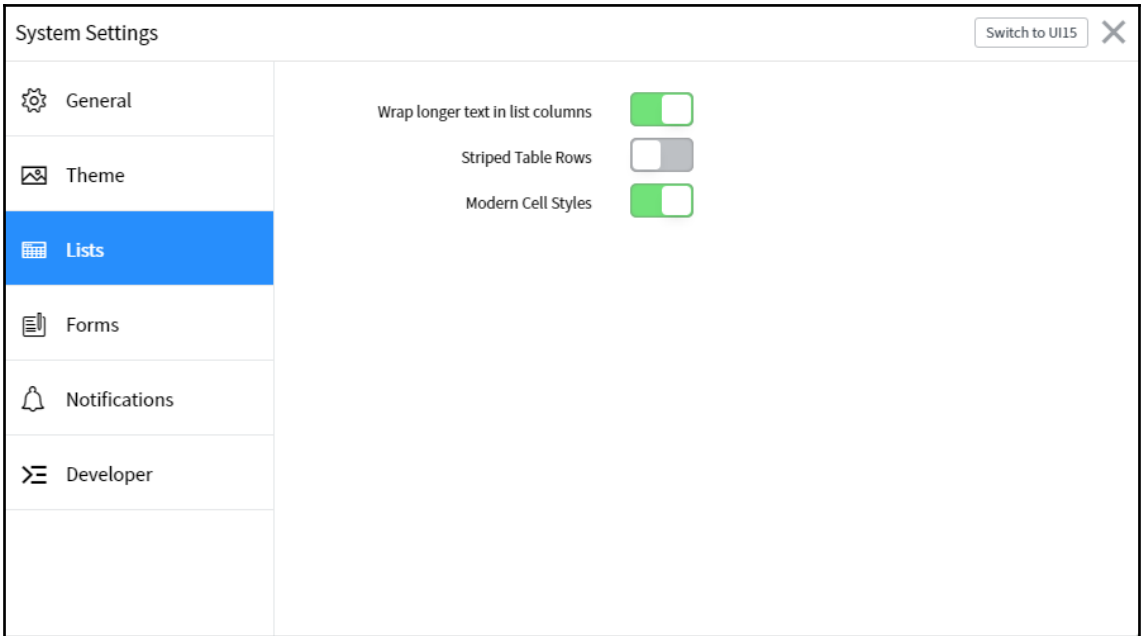


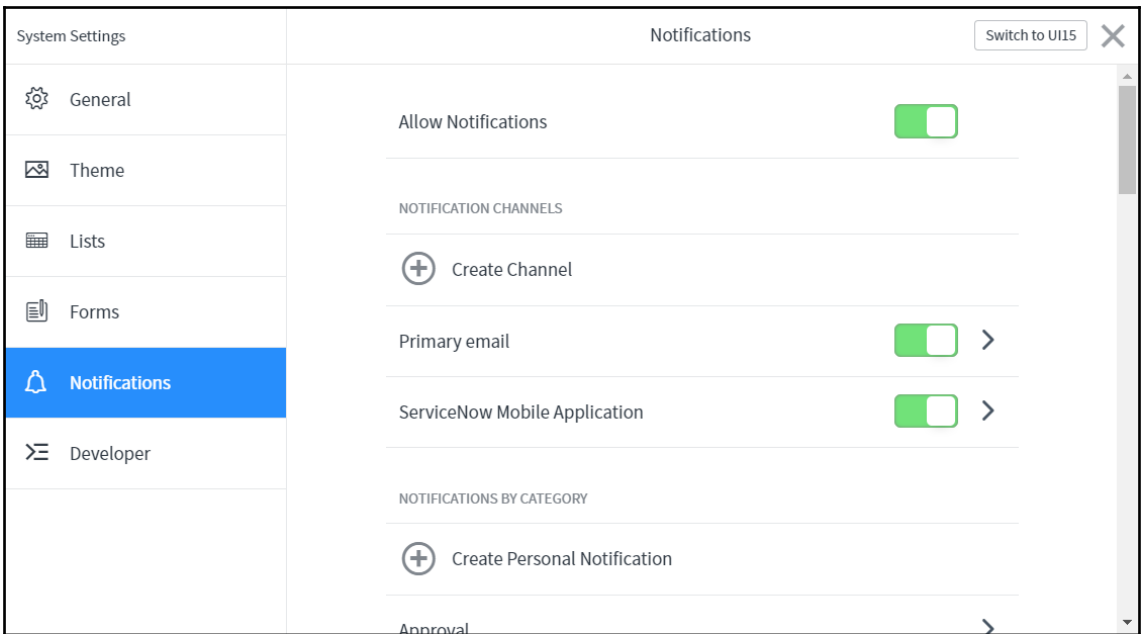
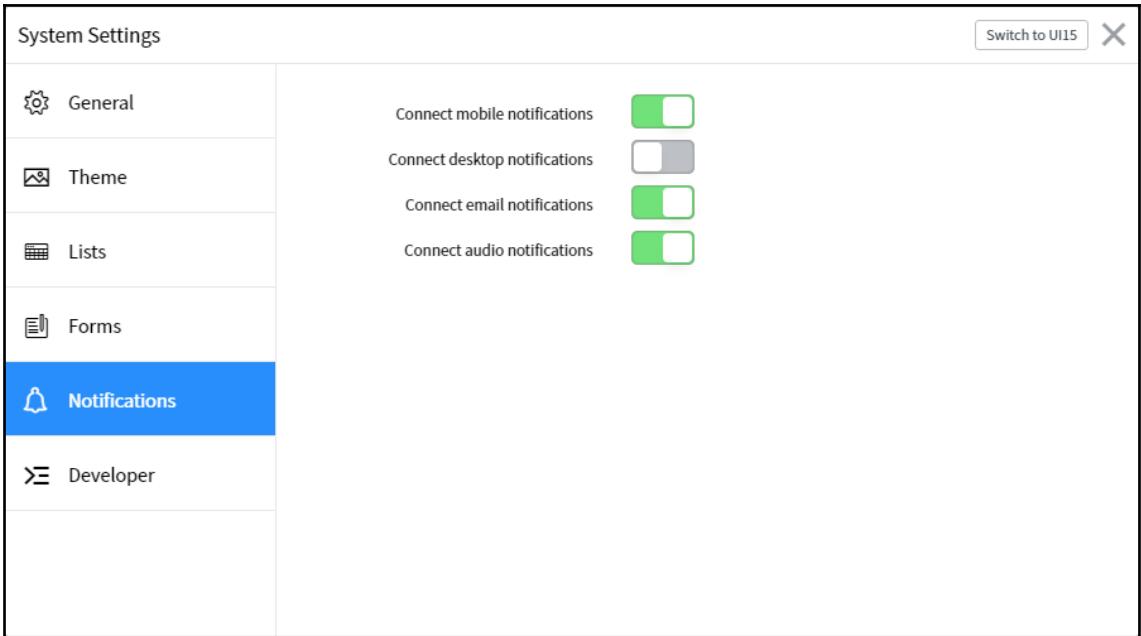
Learning ServiceNow – Second Edition

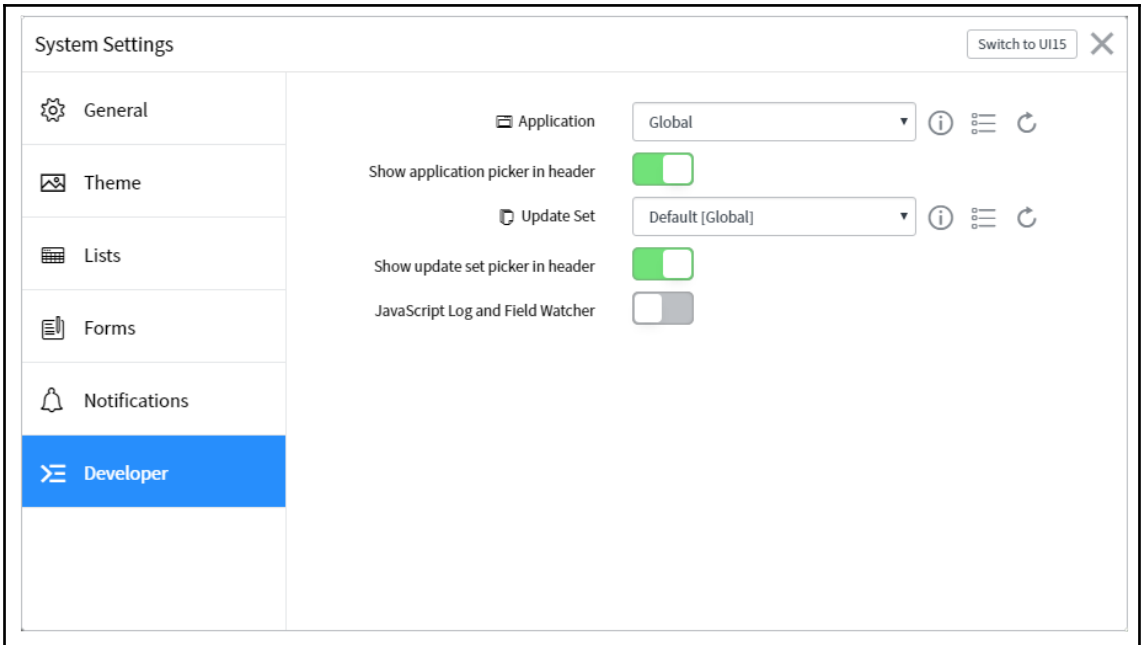
Chapter 1: The Interface














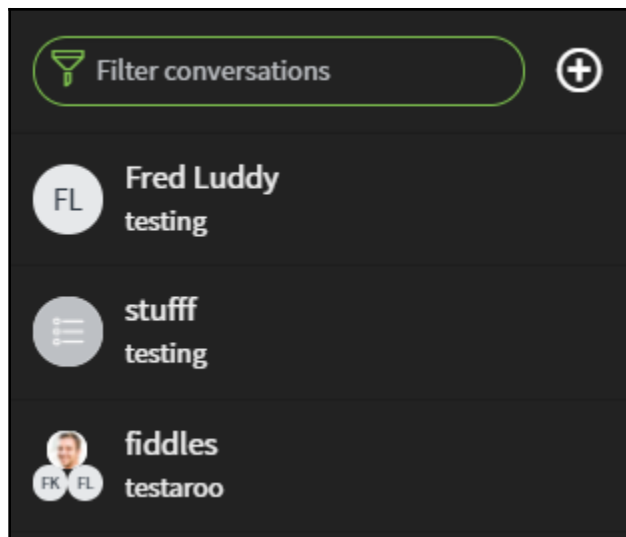
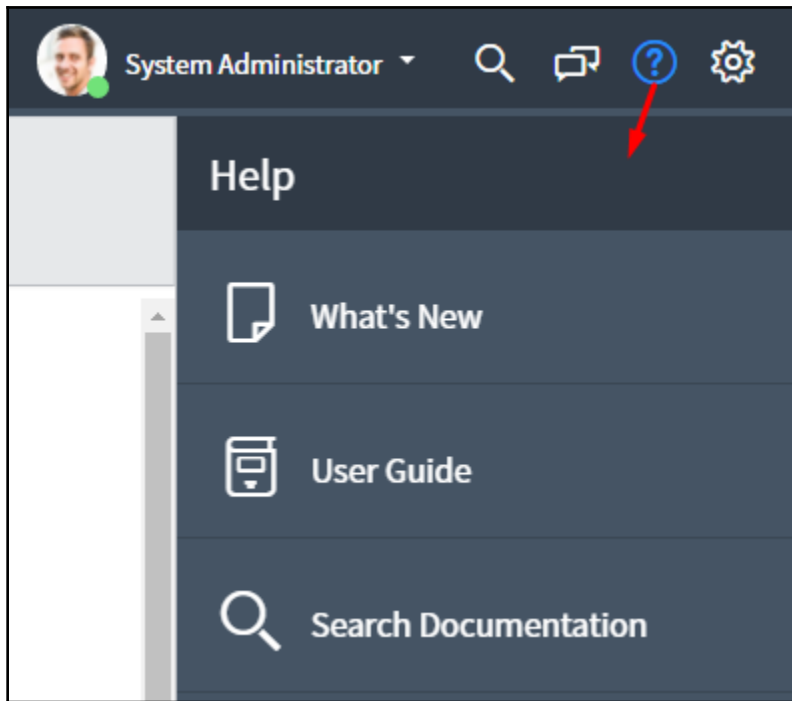




< Update Set Chapter 1     Update

* Name	<input type="text" value="Chapter 1"/>	* Application	Global 
State	In progress ▼	Created	2017-10-16 21:09:01
Parent	<input type="text"/> 	Created by	admin
Release date	<input type="text"/> 	Merged to	<input type="text"/>
Install date	<input type="text"/>		
Installed from	<input type="text"/>		
Description	<input type="text" value="Learning about the ServiceNow interface!"/>		

Related Links
[Make This My Current Set](#)
[Merge With Another Update Set](#)



System Administrator

4 results for abel tuter

Tasks > Incidents (3)

pickles
Number: INC0010047 | Opened: 2017-05-09 13:45:53 | Caller: Guest |
Priority: 5 - Planning | State: New | Category: Inquiry / Help | Assignment group: None |
Assigned to: None | Updated: 2017-05-09 13:45:54 | Updated by: guest | Active: true

Performance problems with
Number: INC0020002 | Opened: 2016-08-10 09:14:59 | Caller: Abel Tuter |
Priority: 5 - Planning | State: In Progress | Category: Inquiry / Help |
Assignment group: None | Assigned to: Fred Luddy | Updated: 2017-05-11 08:11:52 |
Updated by: admin | Active: true

Can't read email
Number: INC0000001 | Opened: 2016-10-11 16:09:51 | Caller: Fred Luddy |
Priority: 1 - Critical | State: Closed | Category: Network |
Assignment group: Service Desk | Assigned to: Charlie Whitherspoon |
Updated: 2018-02-07 15:39:20 | Updated by: admin | Active: false

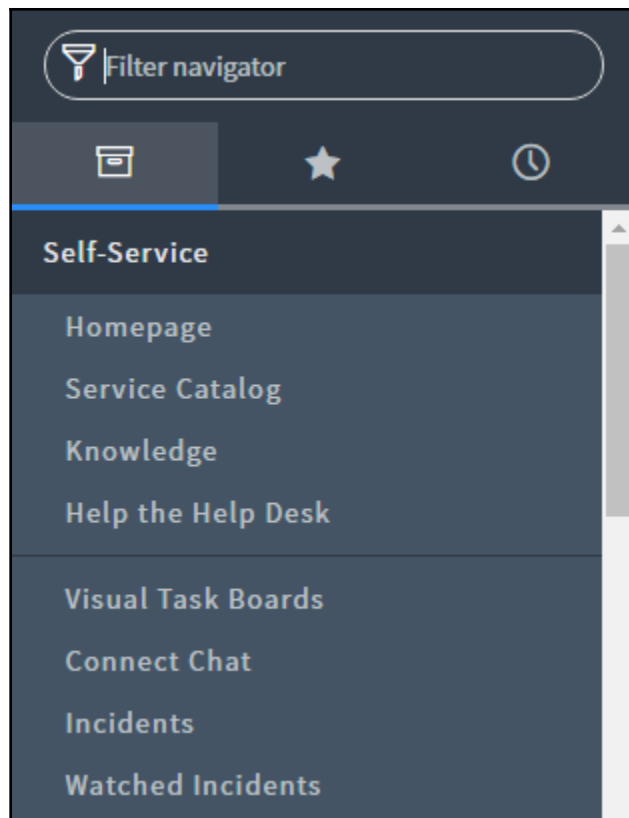
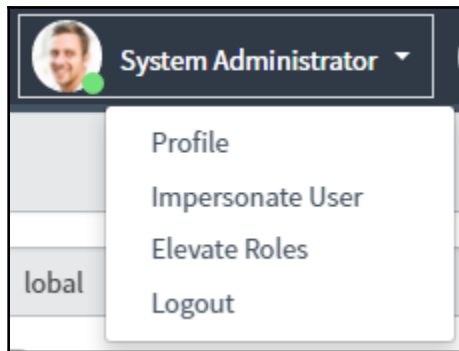
[View all Incident matches](#)

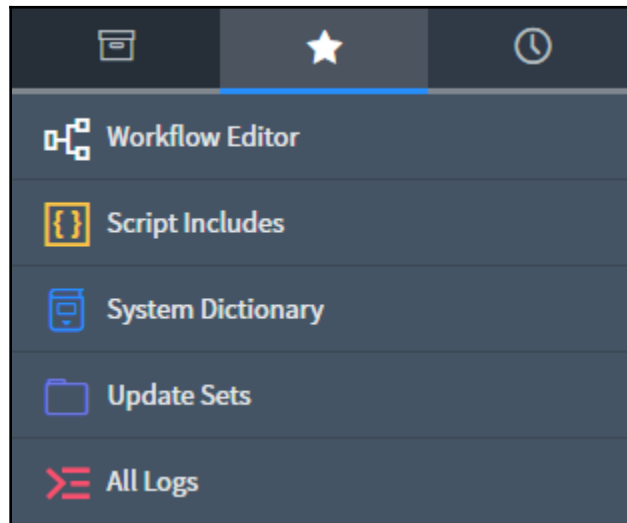
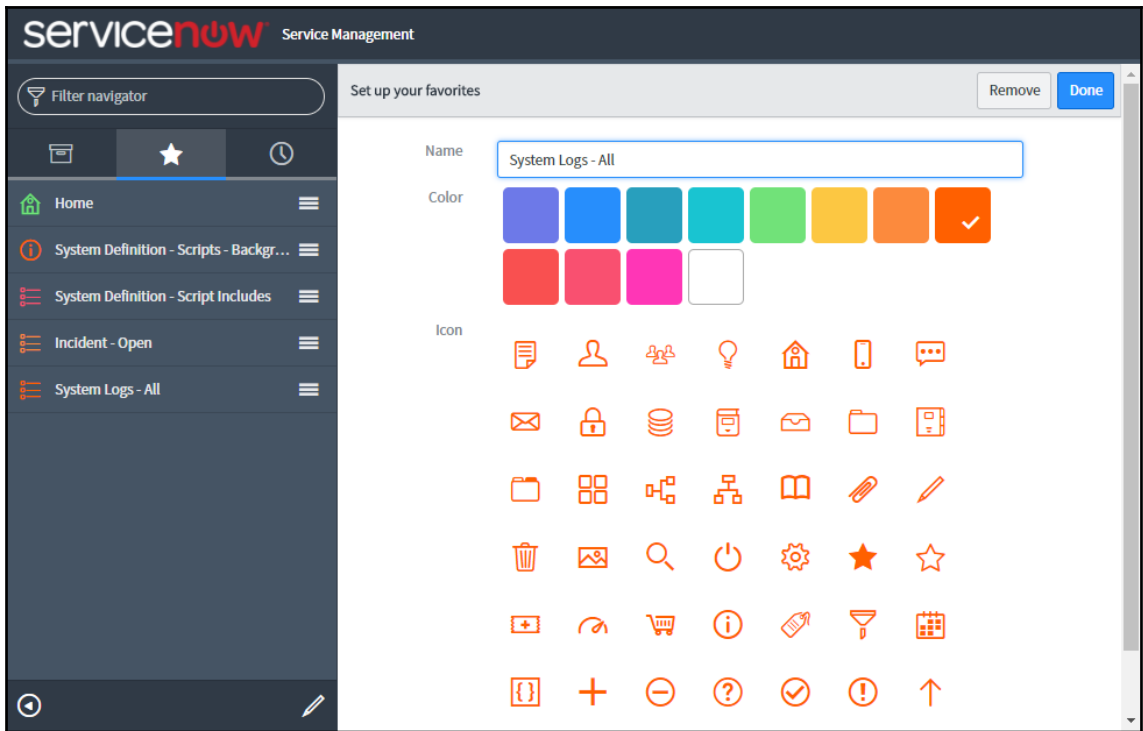
Tasks > Change Requests (0)

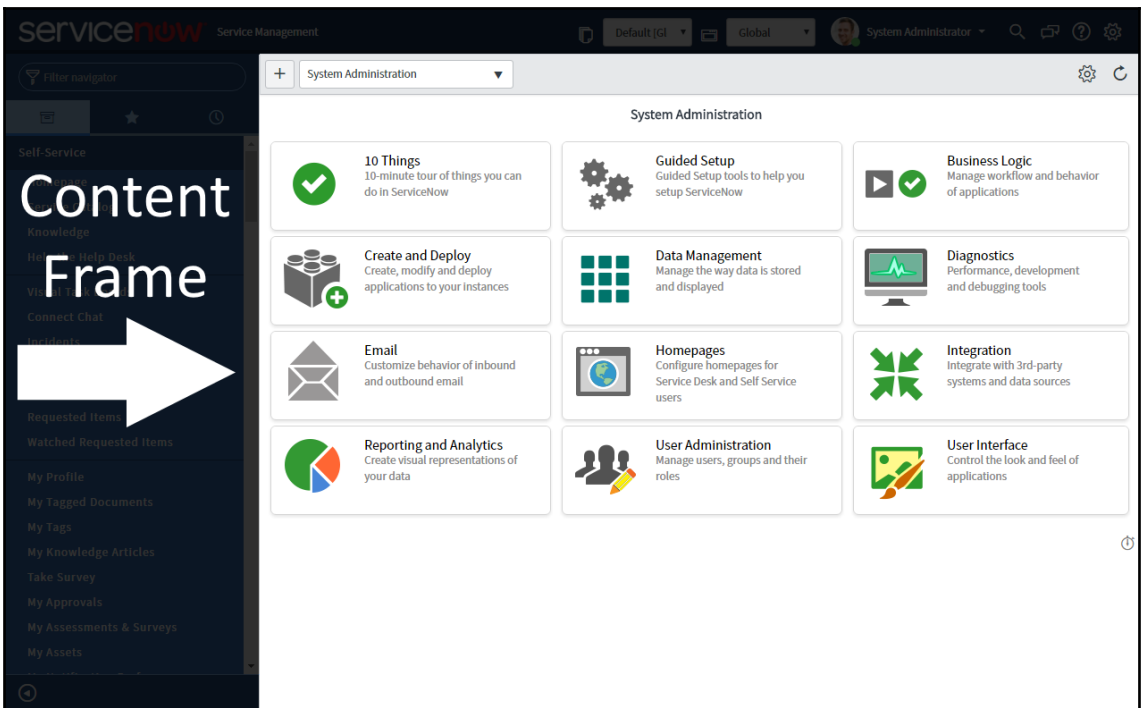
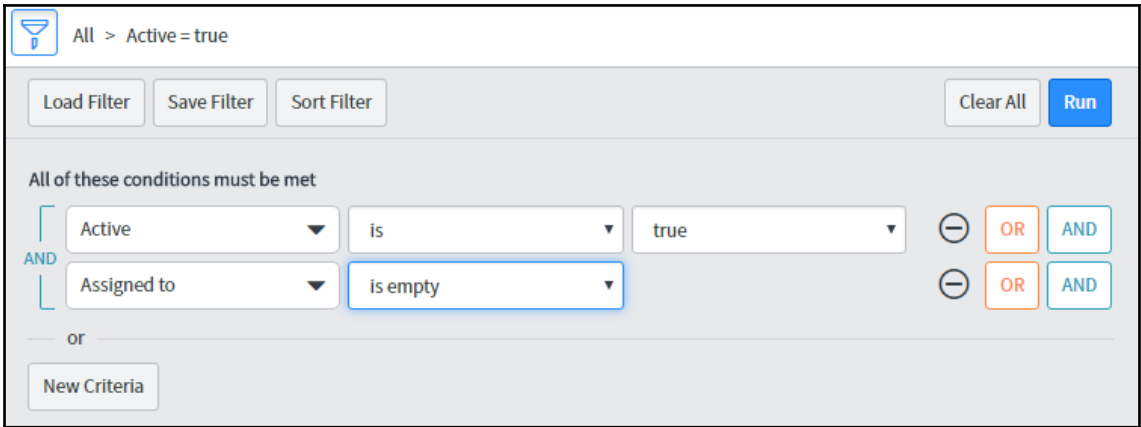
[View all Change Request matches](#)

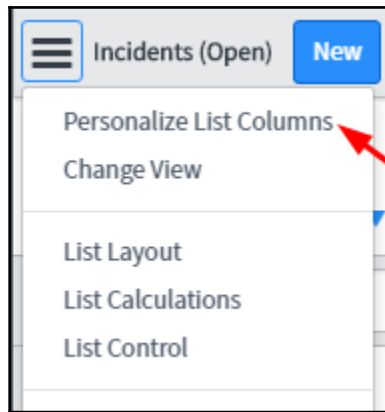
What's on the page

- ▼ Tasks (3)
 - Incidents (3)
 - Change Requests (0)
 - Change Tasks (0)
 - Problems (0)
 - Requests (0)
 - Catalog Tasks (0)
 - Tickets (0)
- ▼ Live Feed (0)
 - Live Feed Messages (0)
- ▼ Policy (0)
 - Business Rules (0)
 - UI Actions (0)
 - Client Scripts (0)
 - UI Policies (0)
 - Notifications (0)
 - System Properties (0)
- ▼ People & Places (1)
 - Users (1)
 - Groups (0)
 - Locations (0)
 - Companies (0)
- ▼ Knowledge & Catalog (0)
 - Knowledge (0)
 - Social Q&A Questions (0)

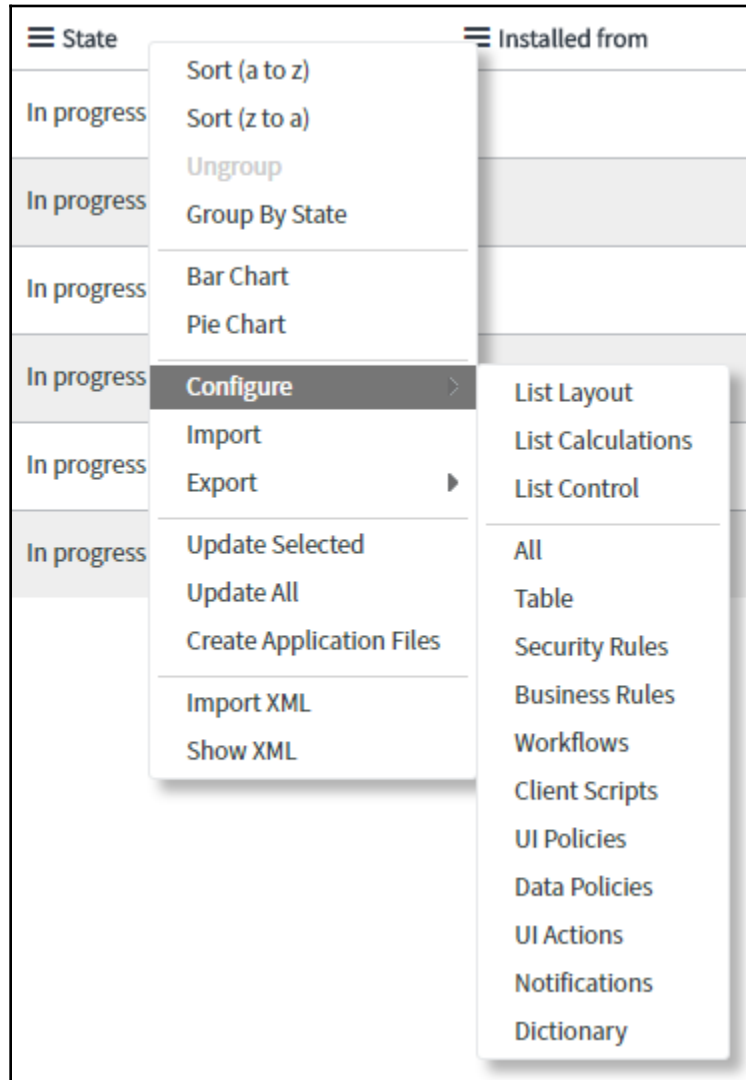


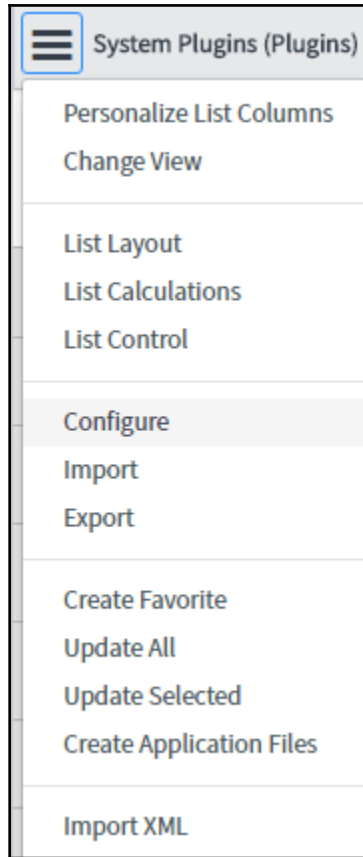


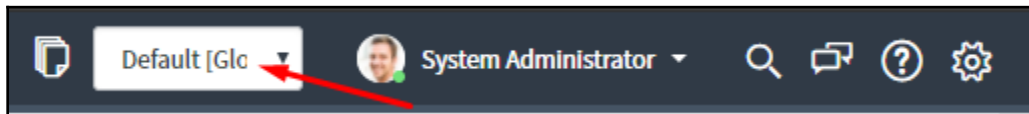
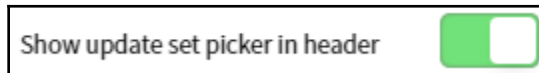
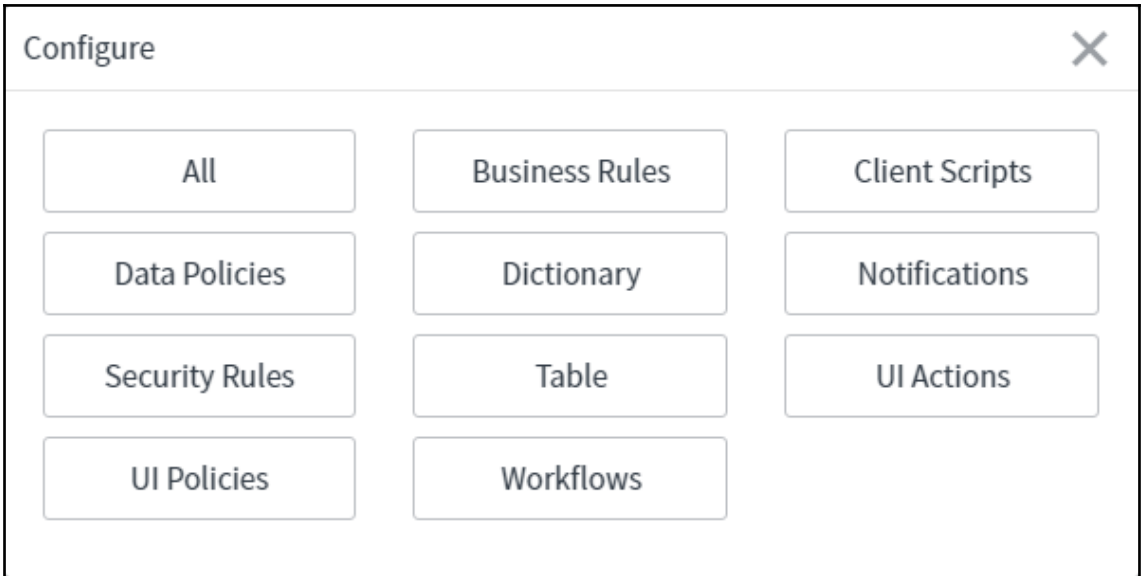


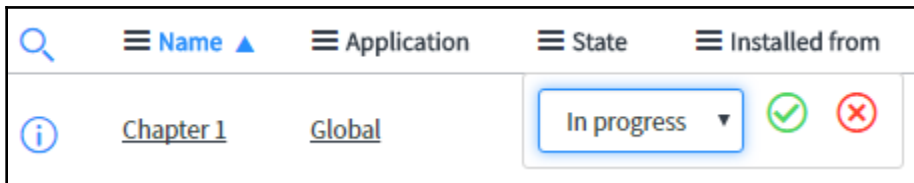
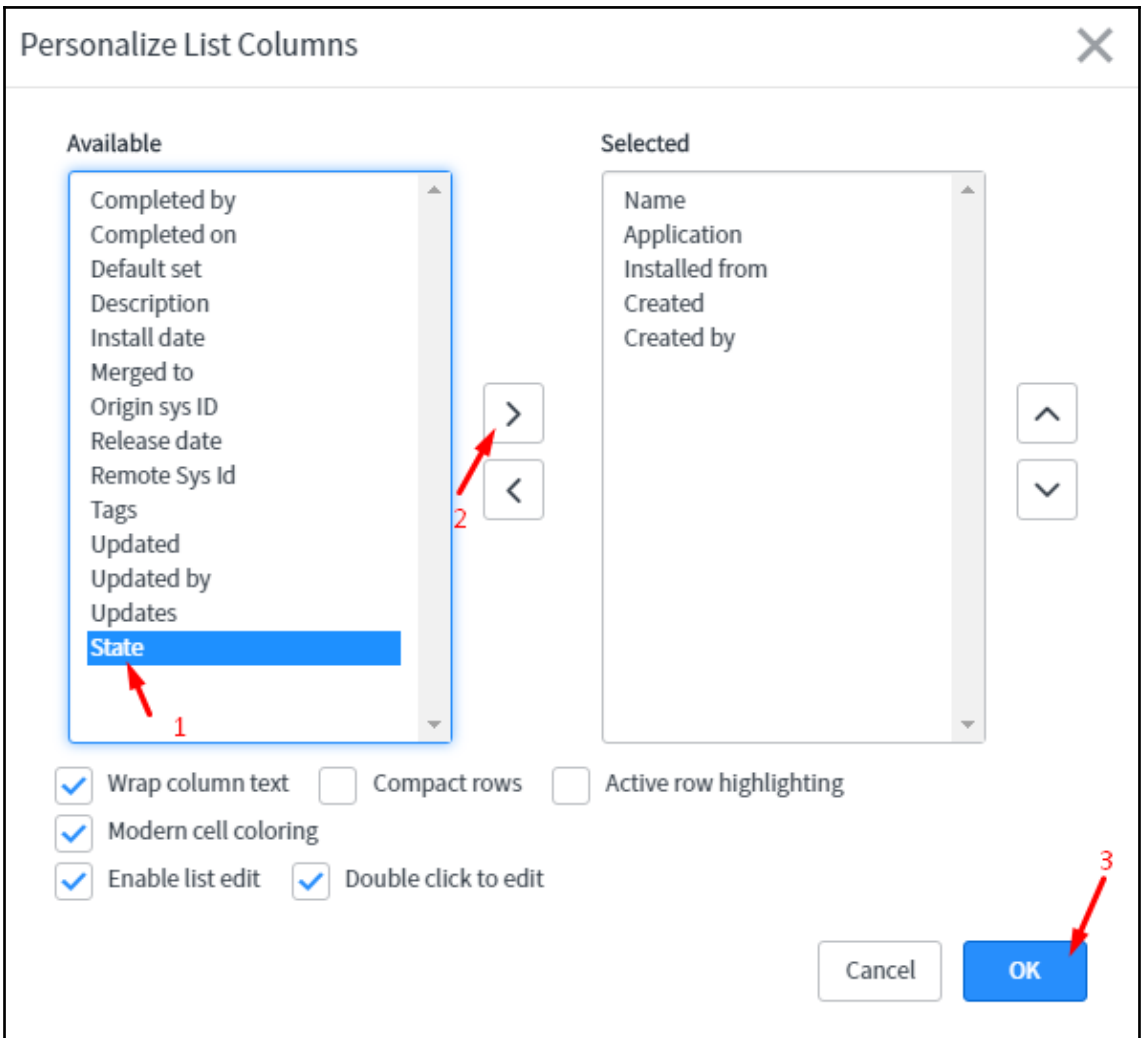


Chapter 2: Lists and Forms









Columns Controls Application Access

Table Columns **New** Search for text Search 1 to 20 of 66

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
<i>Active</i>	<i>True/False</i>		40	true	false
<i>Activity due</i>	<i>Due Date</i>		40		false
<i>Additional assignee list</i>	<i>List</i>	<i>User</i>	4,000		false
<i>Approval</i>	<i>String</i>		40	not requested	false
<i>Approval history</i>	<i>Journal</i>		4,000		false
<i>Approval set</i>	<i>Date/Time</i>		40		false
<i>Assigned to</i>	<i>Reference</i>	<i>User</i>	32		false
<i>Assignment group</i>	<i>Reference</i>	<i>Group</i>	32		false

<i>Contact type</i>	<i>String</i>
<i>Correlation display</i>	<i>String</i>
<i>+</i>	<i>Insert a new row...</i>

Dictionary Entry
New record

Table: Virtual War Room [u_virtu...
Application: Learning ServiceNow
Type: [Search]
Read only:
Column name: [Text]
Default Value: [Text]
Default value: [Text]
Submit

Related Links
[Advanced view](#)

Select Type

Field classes: **New** for text Search

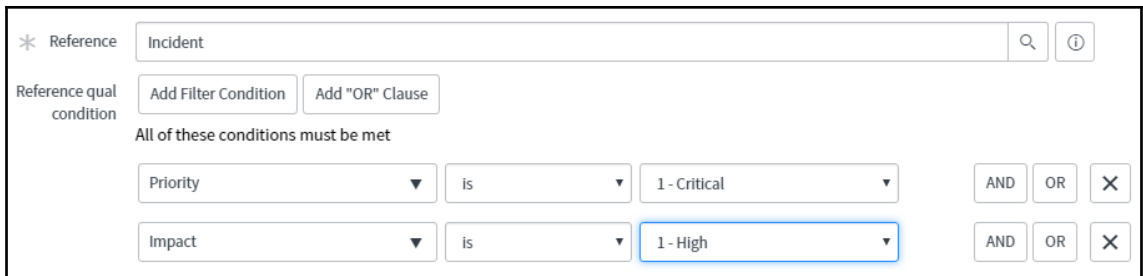
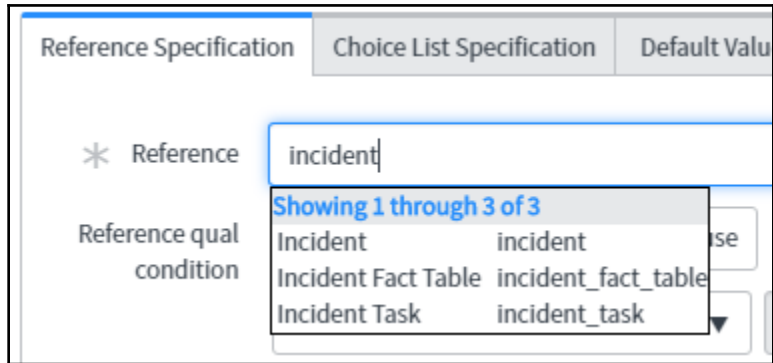
All > Label starts with reference

Label

reference

Reference

20 rows per page 1 records



Dictionary Entry
Major incident

Application: Learning ServiceNow

* Table: Virtual War Room [u_virtual_war...]

* Type: Reference

* Column label: Major incident

* Column name: u_major_incident

Active:

Read only:

Mandatory:

Display:

Reference Specification

* Reference: Incident

Reference qual condition

All of these conditions must be met

Priority is 1 - Critical

Impact is 1 - High

Update Delete Column

Available

- Duration
- Escalation
- Expected start
- Follow up
- Group list
- Impact
- Knowledge
- Location [+]
- Made SLA
- Major Incident [+]**
- Opened
- Opened by [+]
- Order
- Parent [+]
- Reassignment count
- SLA due

Selected

- Number
- Priority
- State
- Assigned to
- Short description
- Task type

Cancel Save

All

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

Keywords are

OR AND

or

New Criteria

All of these conditions must be met

Assigned to is (dynamic) Me

OR AND

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

Assigned to is (dynamic) Me

AND

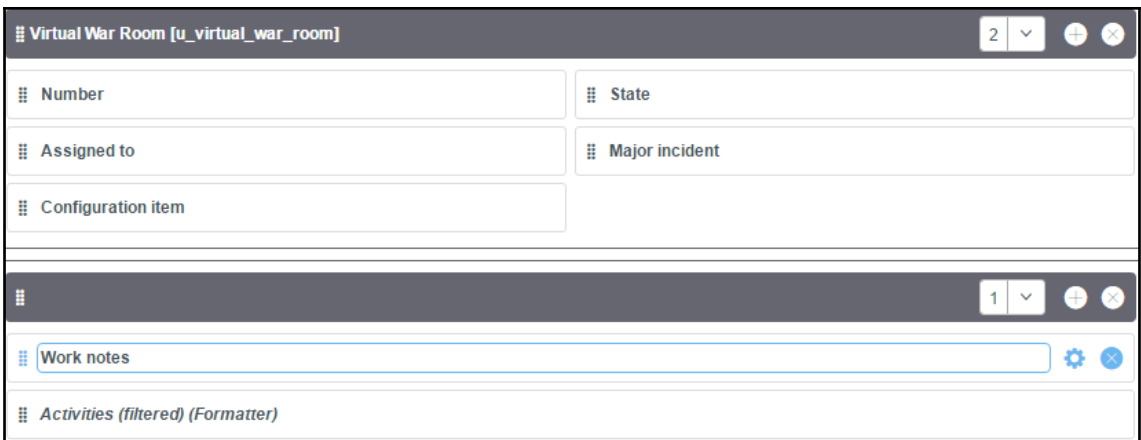
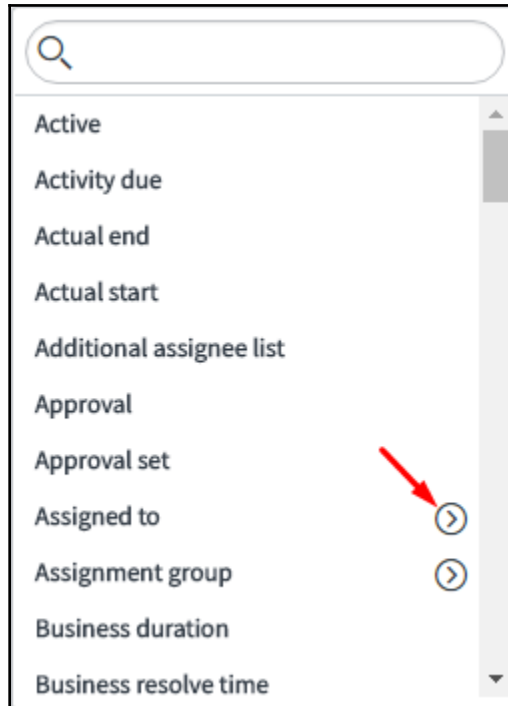
State is not one of

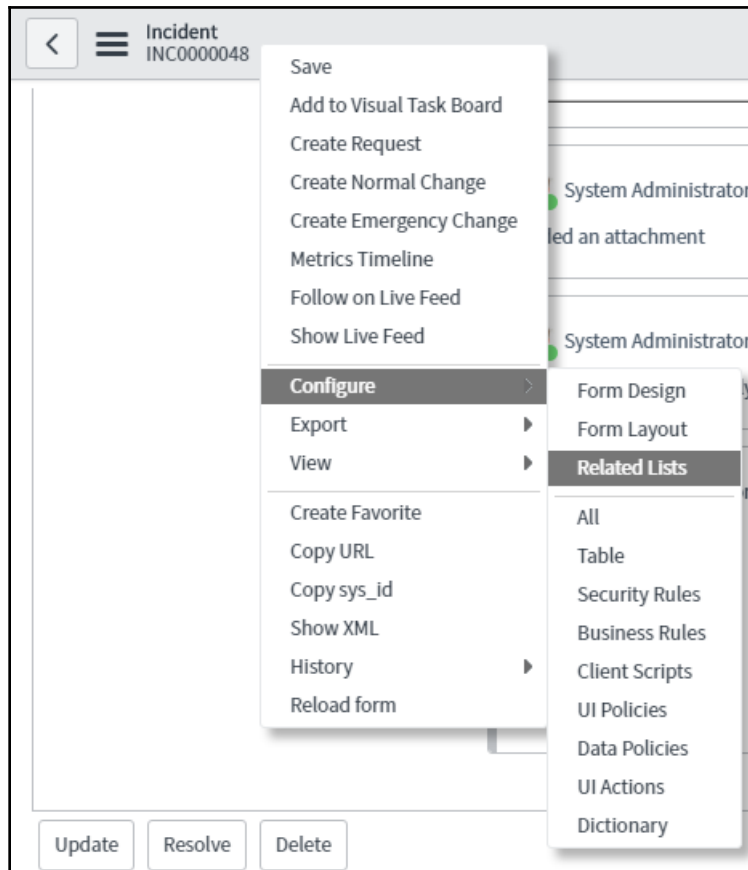
- On Hold
- Resolved
- Closed
- Canceled

OR AND

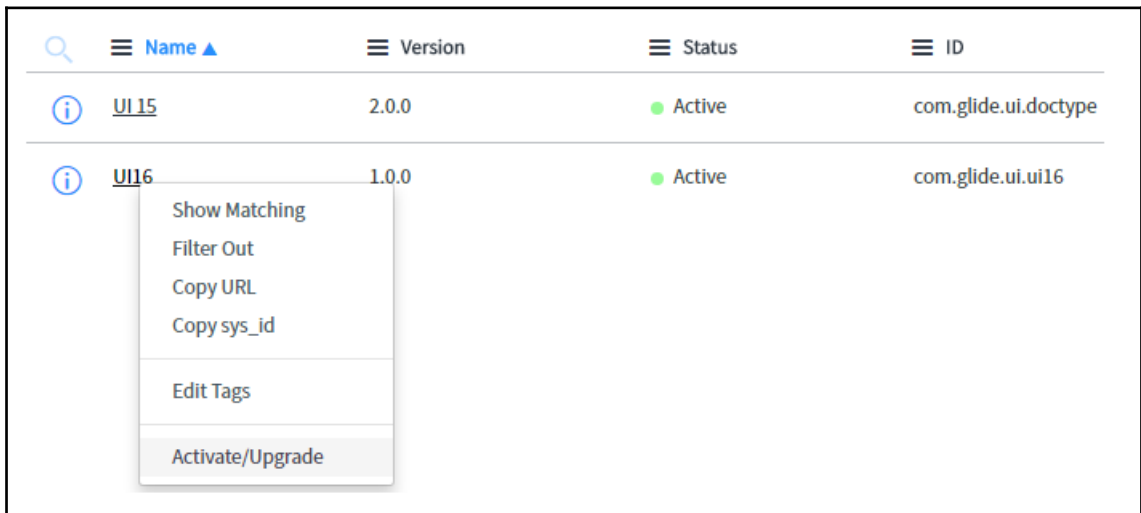
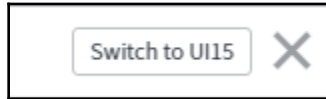
or

New Criteria







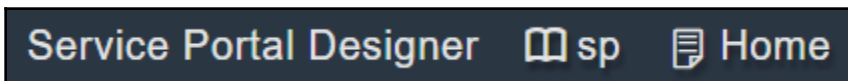
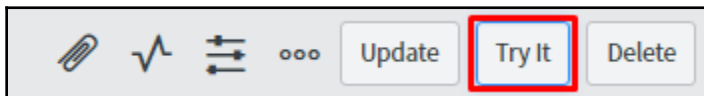
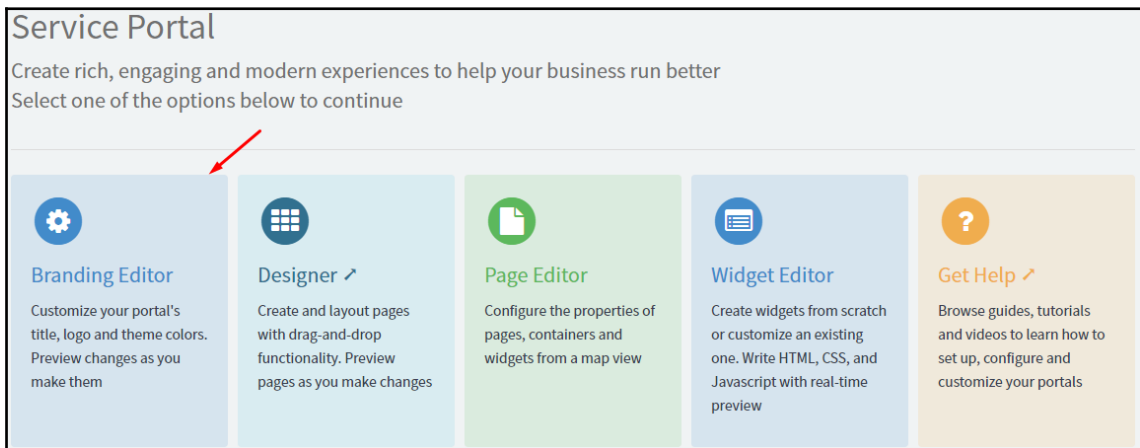
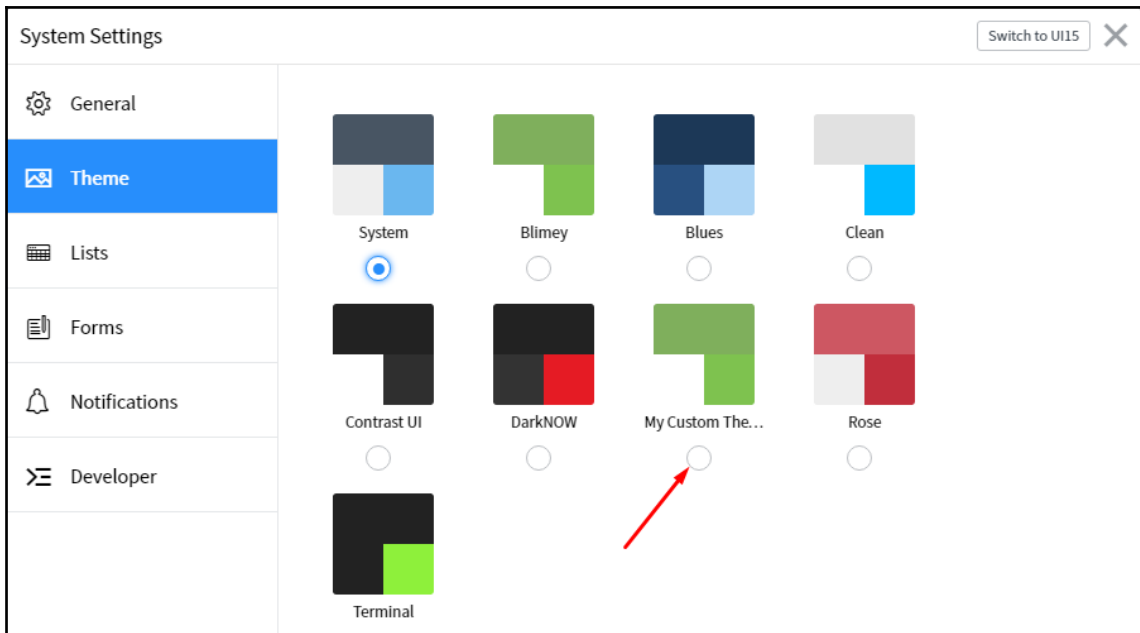
Chapter 3: UI Customization

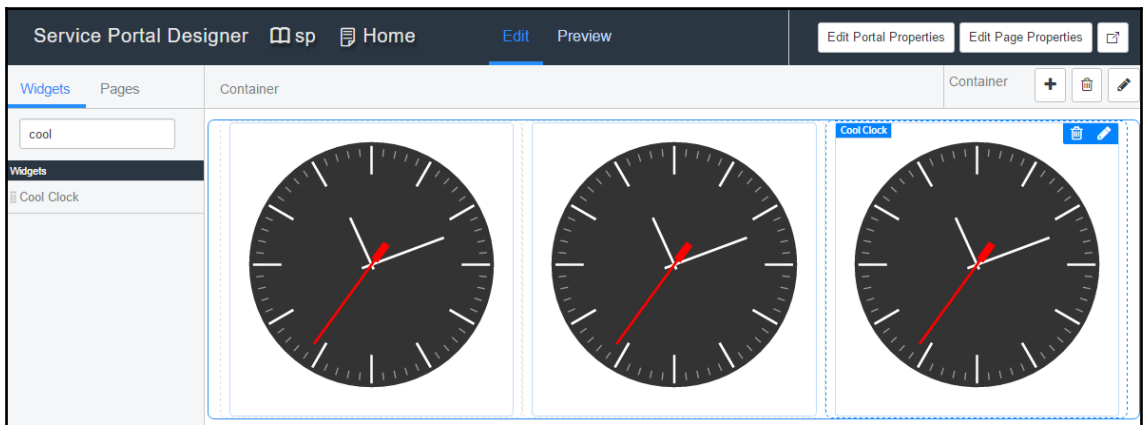
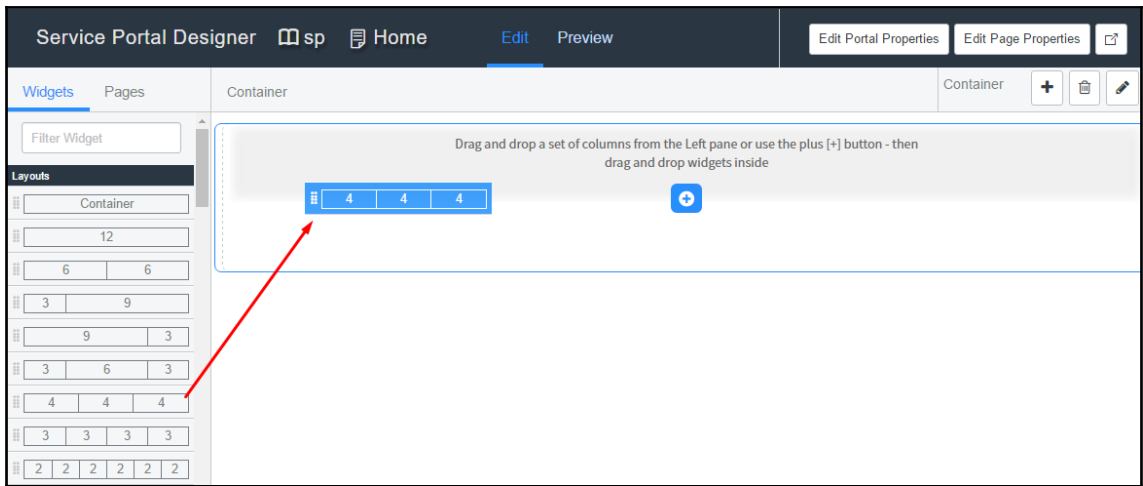



The screenshot shows a table with columns for Name, Version, Status, and ID. Two rows are visible: UI15 (2.0.0, Active, com.glide.ui.doctype) and UI16 (1.0.0, Active, com.glide.ui.ui16). A context menu is open over the UI16 row, listing actions: Show Matching, Filter Out, Copy URL, Copy sys_id, Edit Tags, and Activate/Upgrade.

	Name ▲	Version	Status	ID
	<u>UI15</u>	2.0.0	● Active	com.glide.ui.doctype
	<u>UI16</u>	1.0.0	● Active	com.glide.ui.ui16

- Show Matching
- Filter Out
- Copy URL
- Copy sys_id
- Edit Tags
- Activate/Upgrade







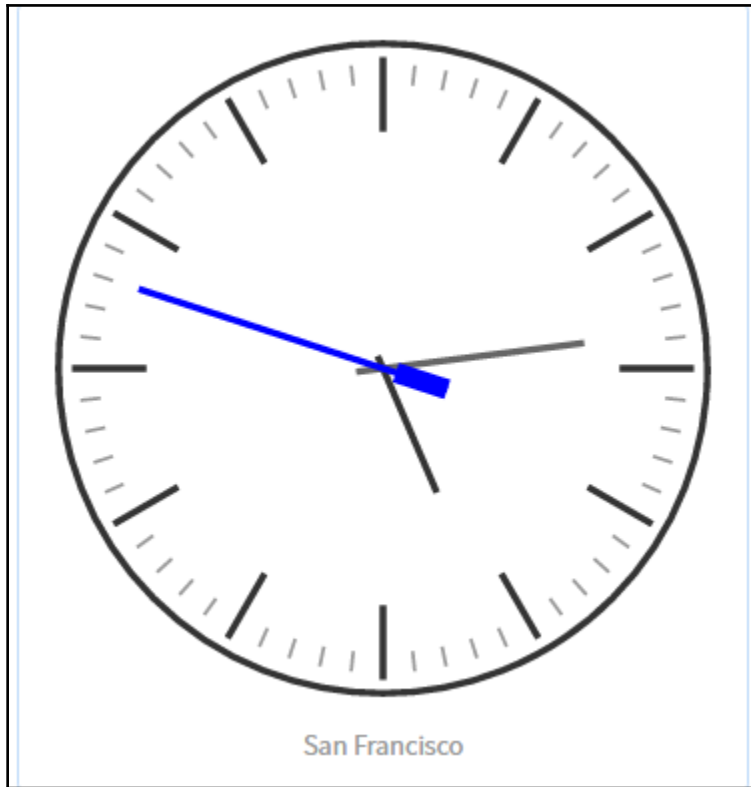
San Francisco

Boston

London


How can we help today?

Search the Service Catalog and Knowledge Base for assistance



Column	+	🗑️	✎
--------	---	----	---

Edit Portal Properties	Edit Page Properties	🔗
------------------------	----------------------	---

☰ home 

Title Public

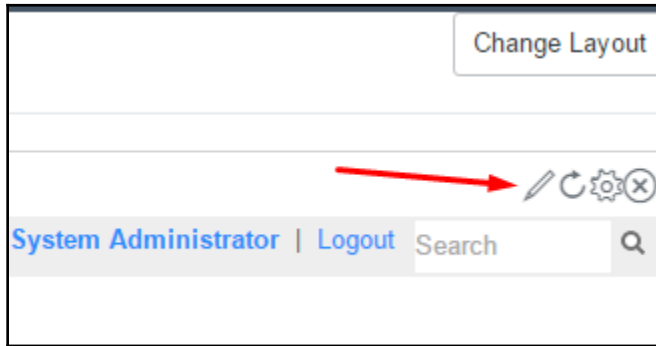
Internal

* ID Roles

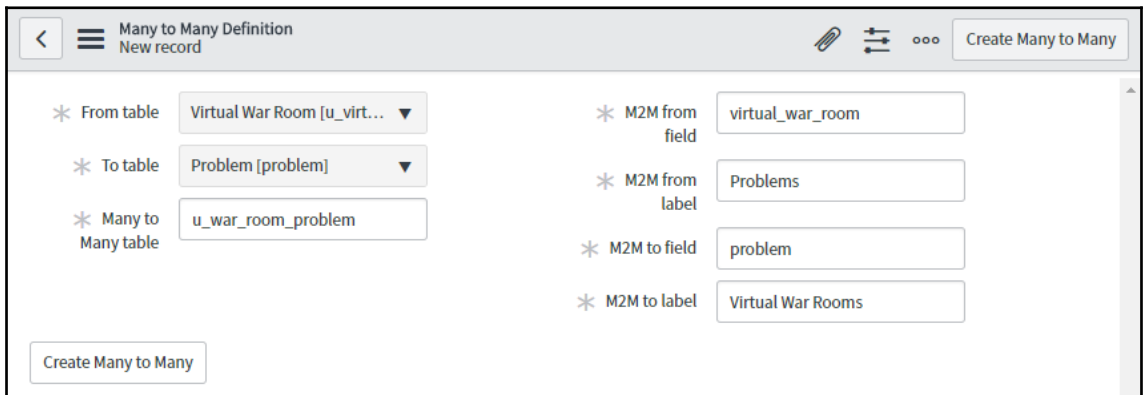
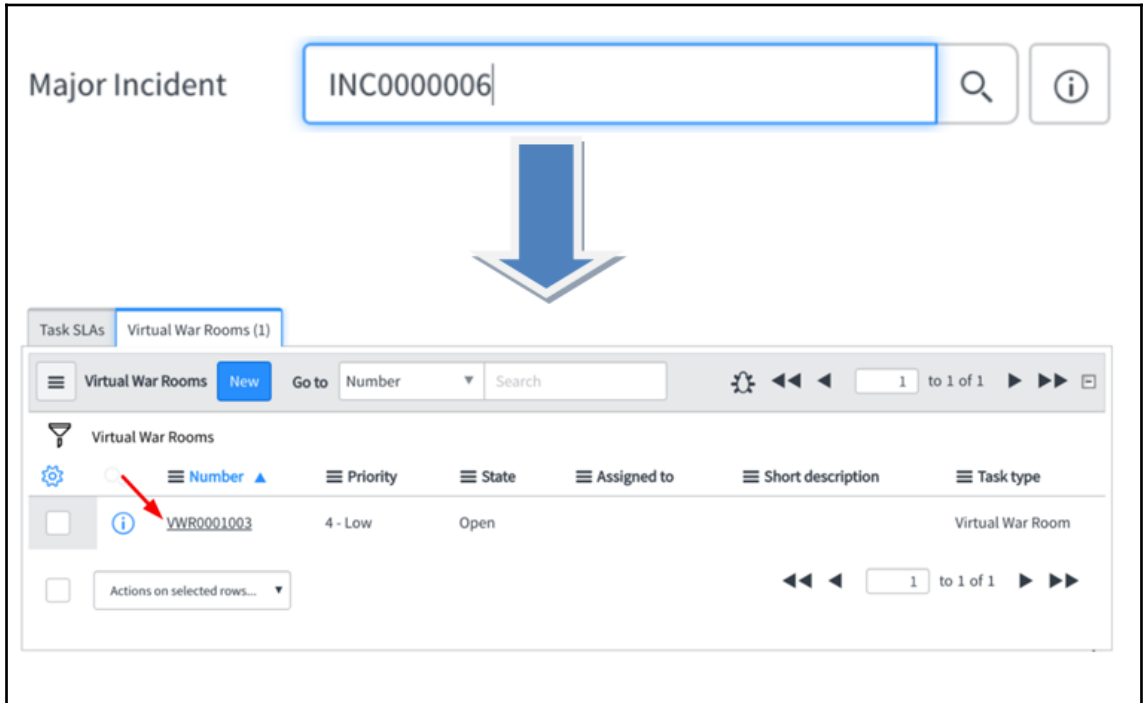
Short description

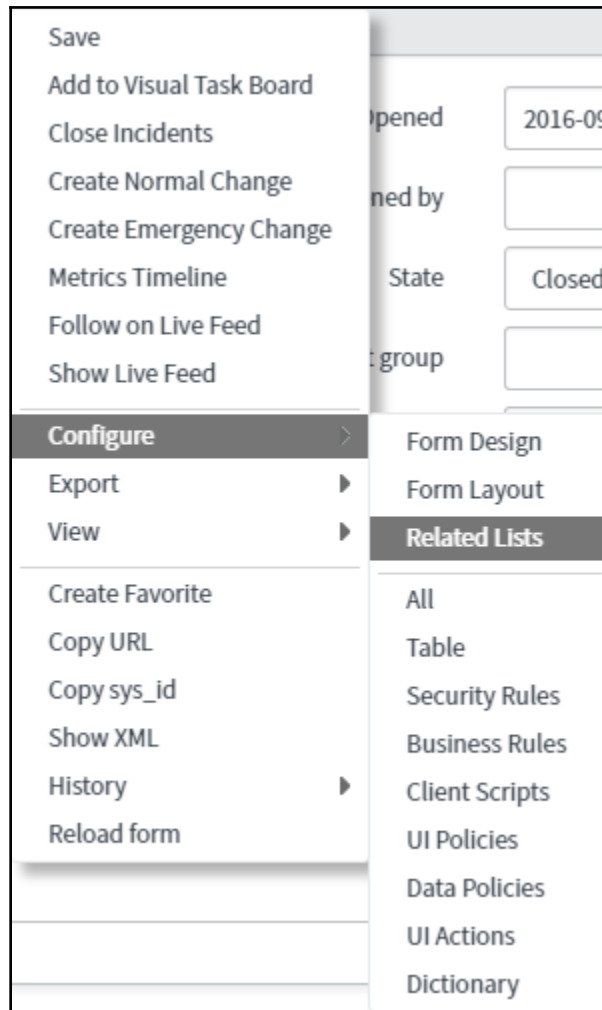
Page Specific CSS

```
1 .clock_row {
2   text-align: center;
3 }
4
5 .clock_column {
6   margin: auto;
7   padding: 10px;
8   display: inline-block;
9   float: none;
10 }
11
```



Chapter 4: Understanding Data and Relationships





Available

- Requested Item->Parent
- Required Field Remediation->Parent
- Service Task->Parent
- SLA Repair Log Entry->Parent task
- Stale CI Remediation->Parent
- Standard Change Proposal->Parent
- Successor of
- Task SLA->Task
- Task Survey->Task
- Task->Parent
- Ticket->Parent
- Time Worked->Task
- Variables->Task
- Virtual War Room->Parent
- Virtual War Rooms**
- Visual Task Board Card->Task

Selected

- Incident->Problem
- Problem Task->Problem

Cancel Save

Editors

* Reference

Reference qual condition

virtual war room

Showing 1 through 1 of 1

Virtual War Room u_virtual_war_room

When to run **Actions**

Insert

Update

Filter Conditions

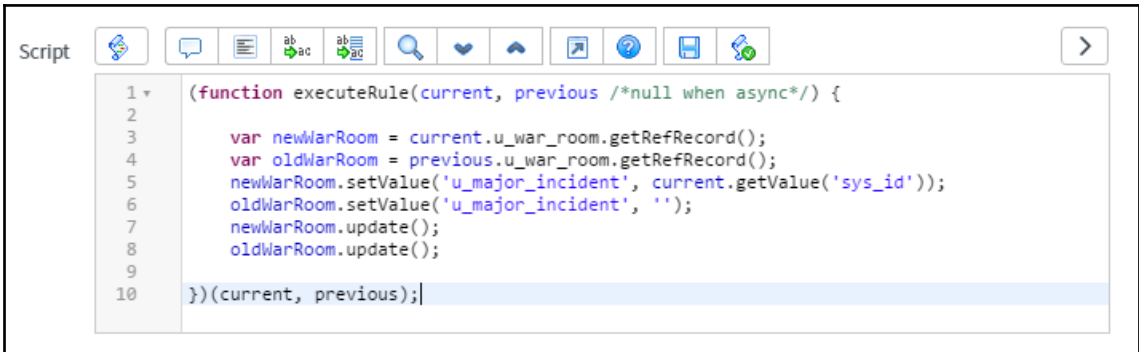
Virtual war room changes

Role conditions

Condition

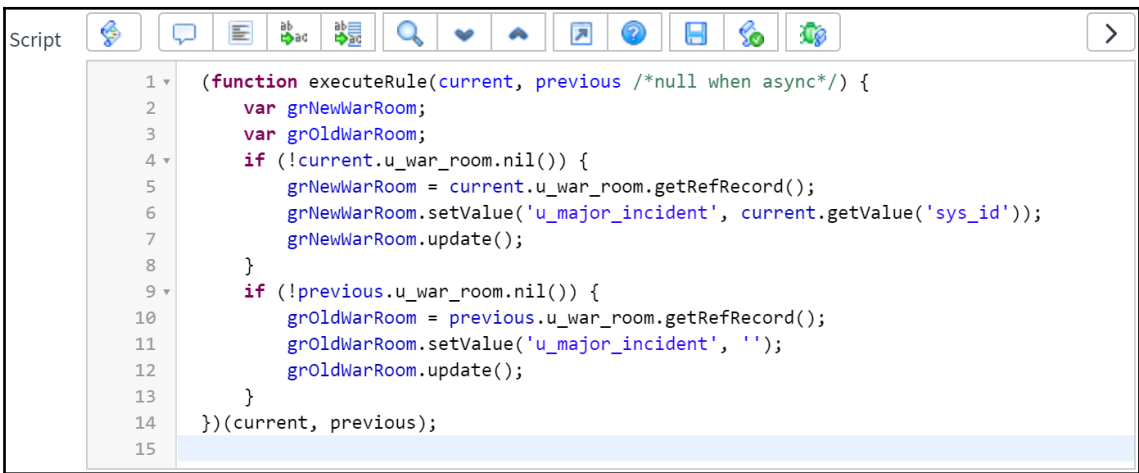
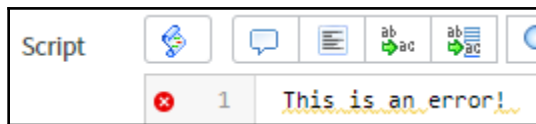
Script

```
1 (function executeRule(current, previous /*null when async*/) {
2
3 // Add your code here
4
5 })(current, previous);
```



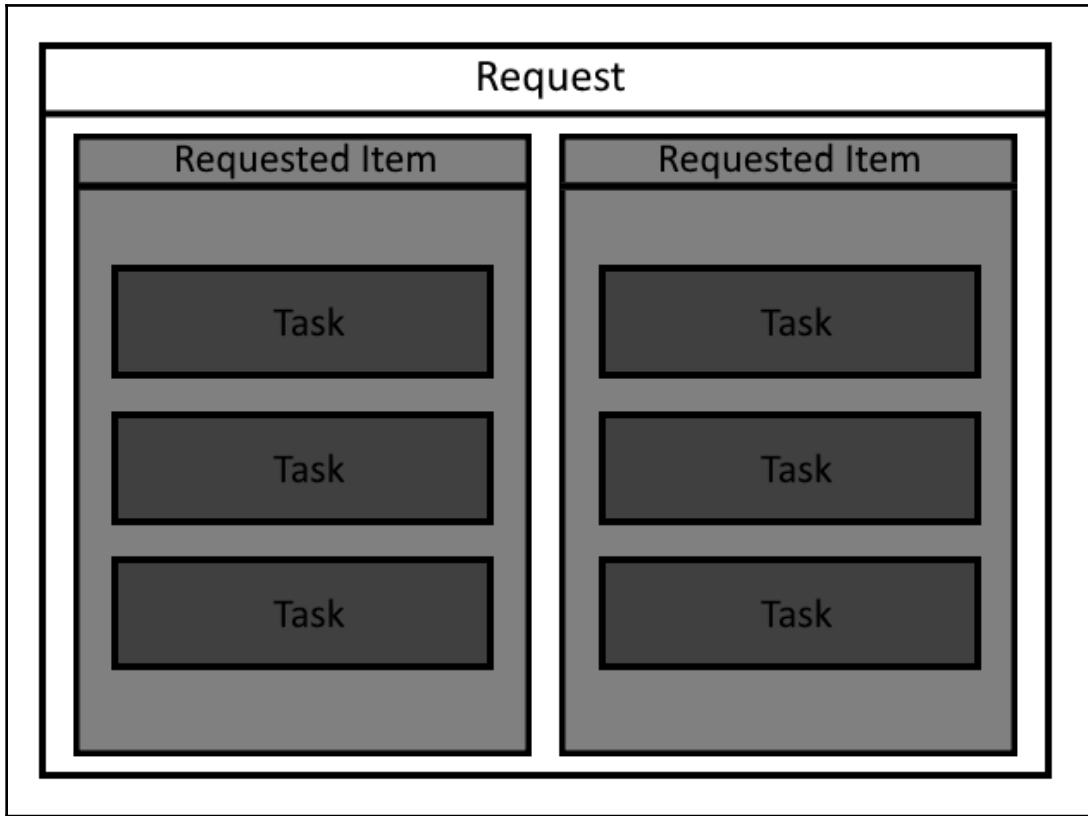
The screenshot shows a ServiceNow script editor window titled "Script". The code is as follows:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3     var newWarRoom = current.u_war_room.getRefRecord();  
4     var oldWarRoom = previous.u_war_room.getRefRecord();  
5     newWarRoom.setValue('u_major_incident', current.getValue('sys_id'));  
6     oldWarRoom.setValue('u_major_incident', '');  
7     newWarRoom.update();  
8     oldWarRoom.update();  
9  
10 })(current, previous);
```



The screenshot shows a ServiceNow script editor window titled "Script". The code is as follows:

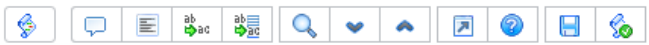
```
1 (function executeRule(current, previous /*null when async*/) {  
2     var grNewWarRoom;  
3     var grOldWarRoom;  
4     if (!current.u_war_room.nil()) {  
5         grNewWarRoom = current.u_war_room.getRefRecord();  
6         grNewWarRoom.setValue('u_major_incident', current.getValue('sys_id'));  
7         grNewWarRoom.update();  
8     }  
9     if (!previous.u_war_room.nil()) {  
10        grOldWarRoom = previous.u_war_room.getRefRecord();  
11        grOldWarRoom.setValue('u_major_incident', '');  
12        grOldWarRoom.update();  
13    }  
14 })(current, previous);  
15
```




Name Application

Advanced Applies to table

Queries from table

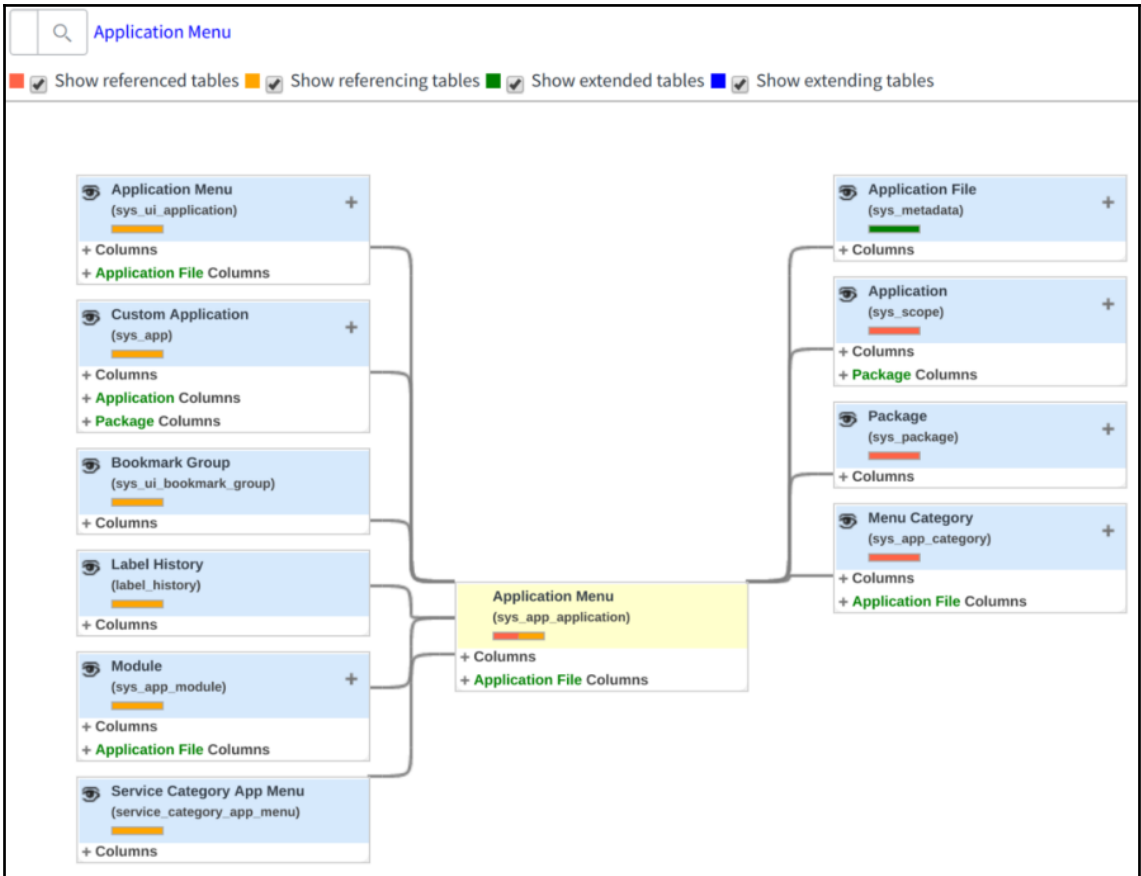
Query with 

```
1 (function refineQuery(current, parent) {  
2  
3     var parentSid = parent.getValue('sys_id');  
4     current.addQuery('request.requested_for', parentSid);  
5  
6 })(current, parent);
```

 System Administrator ▾





low

- Profile
- Impersonate User
- Elevate Roles
- Logout



Chapter 5: Tasks and Workflows

Notes | Related Records | Closure Information

Watch list   Work notes list  


Additional comments (Customer visible)

Work notes

Dependent Field | Calculated Value

Use dependent field

Dependent on field Journal field 2 ▼

* Type 

Column name

- Journal
- Journal Input
- Journal List

Activity

System Administrator
System seems to be lagging and can't login

System Administrator

Caller	Bud Richman
Configuration item	Sales Force Automation
Impact	1 - High
Incident state	New
Opened by	Bud Richman
Priority	3 - Moderate

Resolve Delete

Additional comments

- Assigned to
- Attachments
- Caller
- Configuration item
- Impact
- Incident state
- Opened by
- Priority
- Relationship Changes
- Sent/Received Emails
- Work notes

[Configure available fields](#)

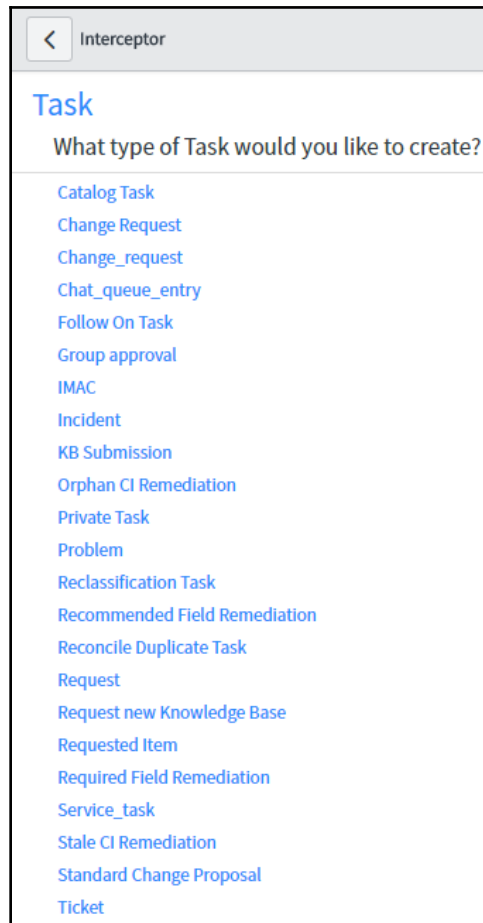
Available

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval history
- Approval set
- Assignment group
- Business duration
- Business resolve time
- Business service
- Category
- Caused by Change
- Change Request
- Child Incidents

Selected

- Assigned to
- Configuration item
- Incident state
- Impact
- Priority
- Opened by
- Work notes
- Additional comments
- Sent/Received Emails
- Relationship Changes
- Attachments
- Caller

Cancel Save



Extends table

for text

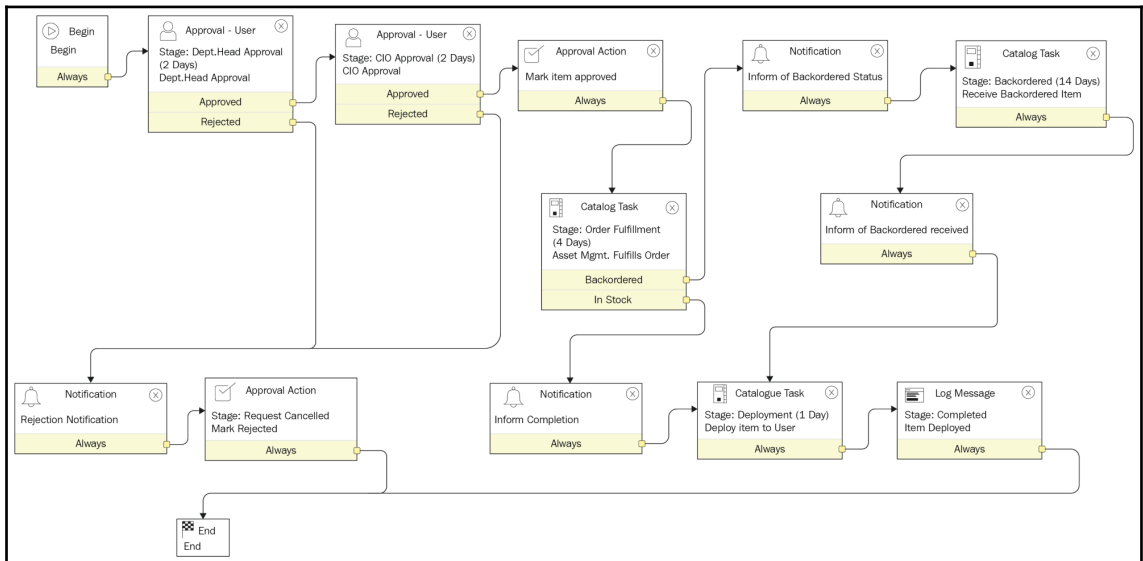
for text

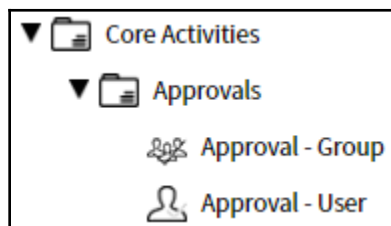
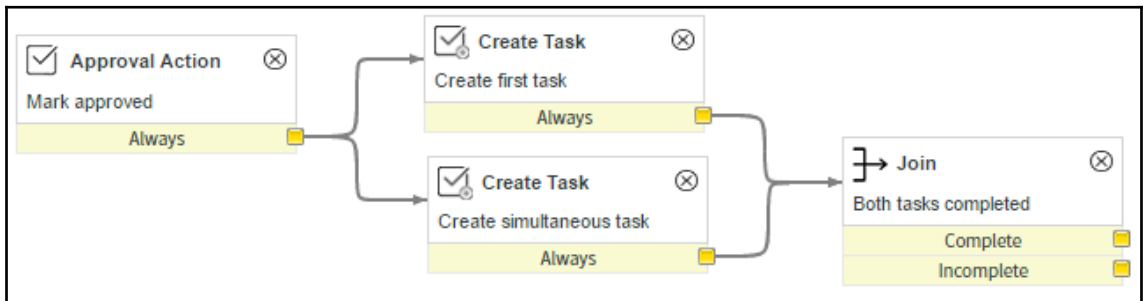
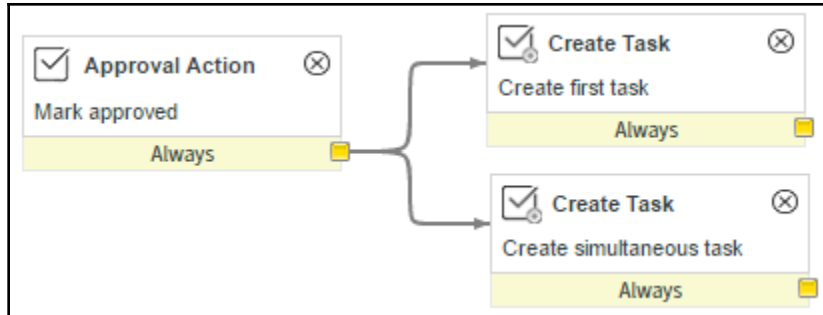
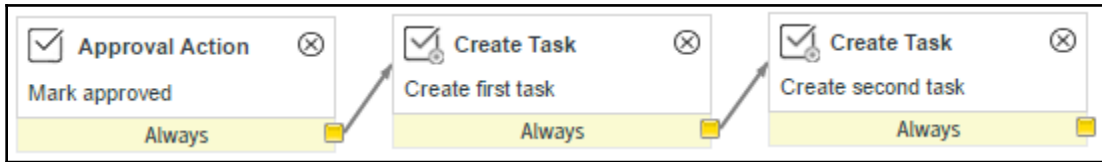
Column label

a new row...

Label	Name
<u>Service Task</u>	service_task
Task	task
<u>Execution Plan Task</u>	sc_cat_item_delivery_task
<u>Request</u>	sc_request
<u>Change Request</u>	change_request

5 records





Approvers

Users

Groups

Advanced

Wait for

- An approval from each group
- An approval from each group**
- An approval from any group
- An approval from everyone in all groups
- The first response from each group
- The first response from any group
- Condition based on script

Name

Stage

Conditions

Condition

Priority is 1 - Critical AND

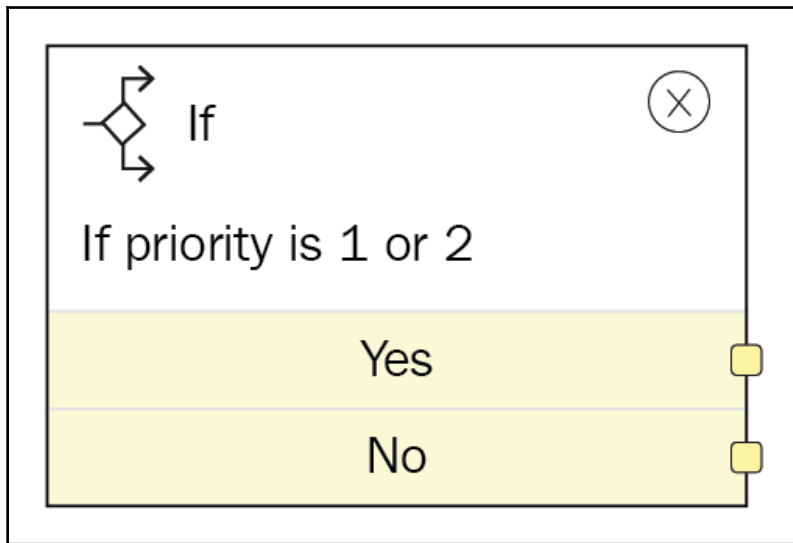
or is 2 - High

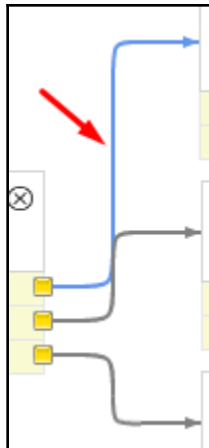
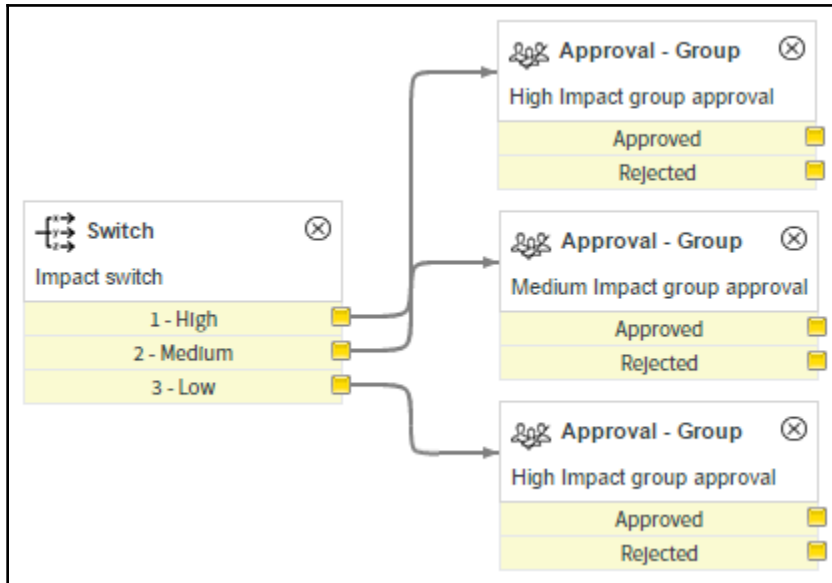
Advanced

Advanced

Script

```
//1This script needs to set answer to 'yes' or 'no' to indicate the state of the activity.  
//2  
//3For example,  
//4  
//5 answer = ifScript();  
//6  
//7 function ifScript() {  
//8   if (condition is true) {  
//9     return 'yes';  
//10  }  
//11  return 'no';  
//12 }  
13
```





Condition

-- choose field --

Condition script

```
1 // Set the variable 'answer' to true or false to indicate if the condition has been met or not.
2 if (someCheck()) {
3     answer = true;
4 } else {
5     answer = false;
6 }
7
```

Condition

Active true

Condition script

```
1 answer = false; //This condition will never be fulfilled! Muahaha!
```

* Task type

Priority

Wait for completion

The screenshot shows the 'Workflow Activity' configuration window in 'Diagrammer view'. At the top, there are navigation icons and an 'Update' button. Below that, the 'Task values from' dropdown is set to 'Values'. The 'Set values' section contains two rows: the first row has 'Short description' selected from a dropdown and 'Hello World!' entered in the text field; the second row has '-- choose field --' selected and '-- value --' in the text field. Below this are sections for 'Schedule' and 'Script'. The 'Advanced' checkbox is checked. The 'Advanced Script' section contains a toolbar with various icons and a code editor with the following content:

```
1 // Set values for the task in this script. Use the variable 'task' when setting
2 // additional values.
3 // Note: This script is run after the task values are set using the Fields, Template or
4 // Values you have specified.
5 // For example:
6 // task.short_description = current.short_description;
```

The diagram shows a rectangular node representing a workflow activity. On the left side, there is a tree icon consisting of three squares connected by lines. To the right of the icon, the text 'Workflow' is displayed. Below 'Workflow', the text 'Contract Approval' is shown. At the bottom of the node, there is a yellow horizontal bar with the text 'Always' centered on it. A circular 'X' icon is located in the top right corner of the node, and a small yellow square is in the bottom right corner.

The form shows the configuration for the 'Workflow' activity. It has three rows:

- The first row has the label 'Workflow' and a text input field containing 'Contract Approval'.
- The second row has the label 'Stage' and an empty text input field.
- The third row has the label 'Map return value to' and a text input field containing 'returnedApproval'.

Set these values

State	▼	Closed Complete	▼	✕
Actual end	▼	javascript:gs.getNowDateTime();		✕
-- choose field --	▼	-- value --		

pause requests

Workflow

Operations

Group Pause Requests

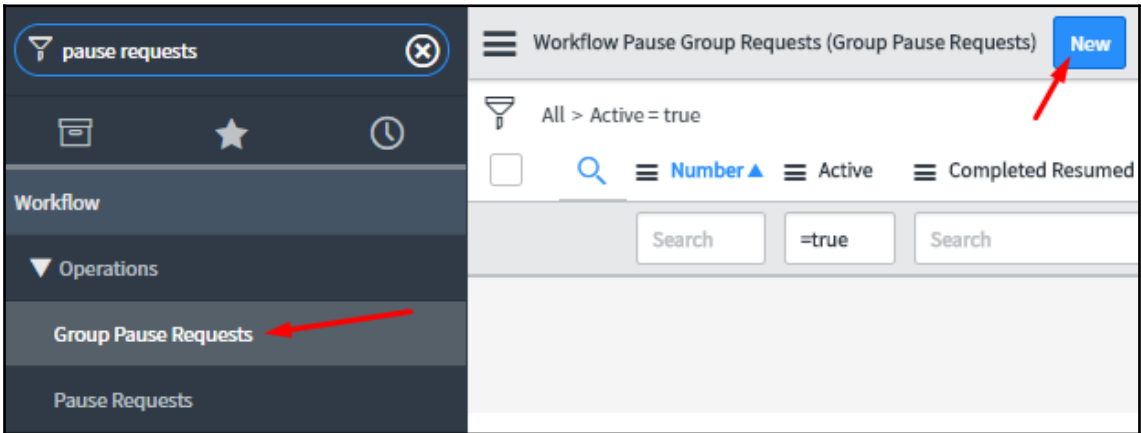
Pause Requests

Workflow Pause Group Requests (Group Pause Requests) **New**

All > Active = true

Number ▲ Active Completed Resumed

Search =true Search



Filter

Add Filter Condition Add "OR" Clause

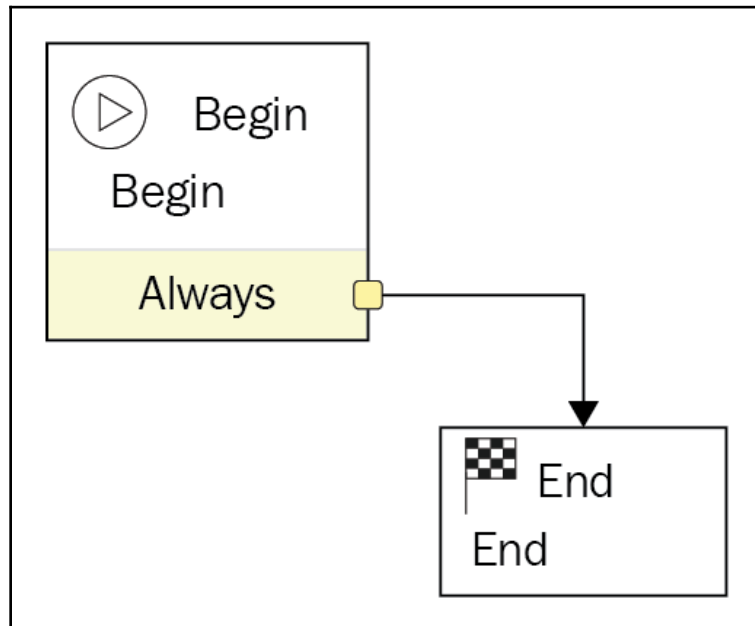
All of these conditions must be met

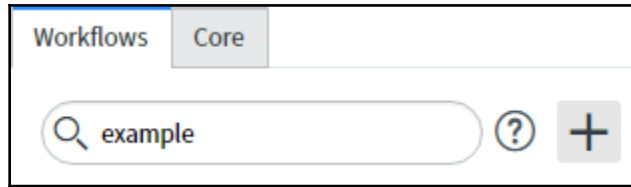
Active	▼	is	▼	true	▼	AND	OR	✕
Workflow	▼	is	▼	Change Request - Normal	🔍	AND	OR	✕

Workflow Stages [Auto-ordered stages view] **New** Go to Name Search

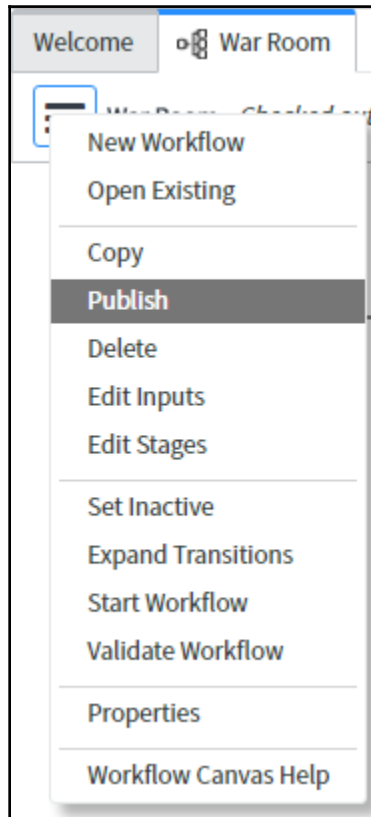
All > Workflow version = Example Workflow


	Name	Duration	Value
<input type="checkbox"/>	Request Approved	0 Seconds	request_approved
<input type="checkbox"/>	Waiting for Approval	1 Day	waiting_for_approval
<input type="checkbox"/>	Fulfillment	1 Day	fulfillment
<input type="checkbox"/>	Delivery	2 Days	delivery
<input type="checkbox"/>	Request Cancelled	0 Seconds	Request Cancelled
<input type="checkbox"/>	Completed	0 Seconds	complete









* Name	<input type="text" value="War Room"/>
* Table	<input type="text" value="Virtual War Room [u_virtual_w..."/> ▼
Description	<input type="text" value="This workflow runs against the u_virtual_war_room table, and manages the virtual war room process."/>







	Name	Table	Published
	<u>War Room</u>	Virtual War Room [u_virtual_war_room]	false


Activity Properties: Create Task 


Workflow Activity
Validation Task [Diagrammer view]    Update

Name:


Stage :  


Basics 



* Task type: 


Priority: 

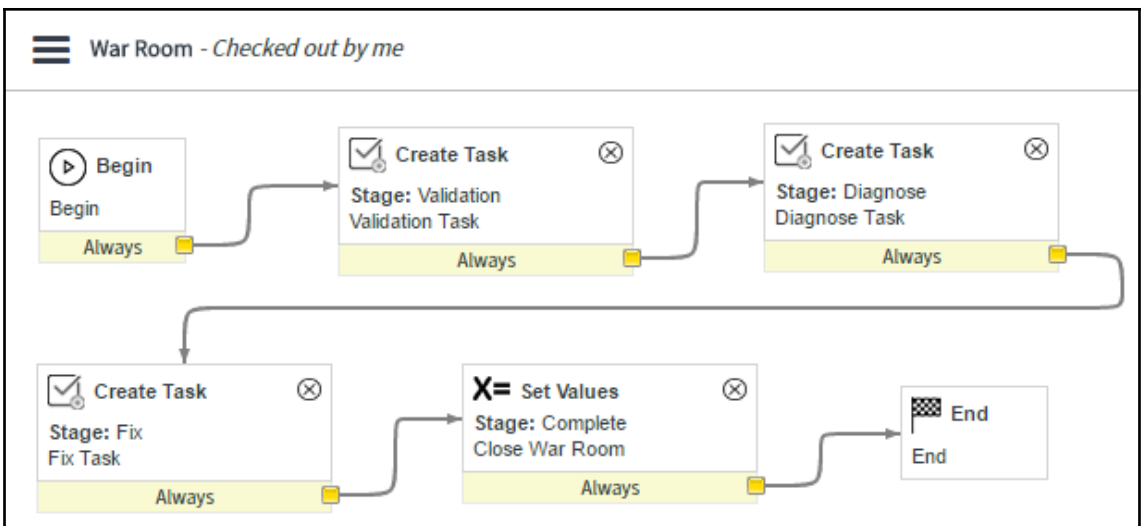
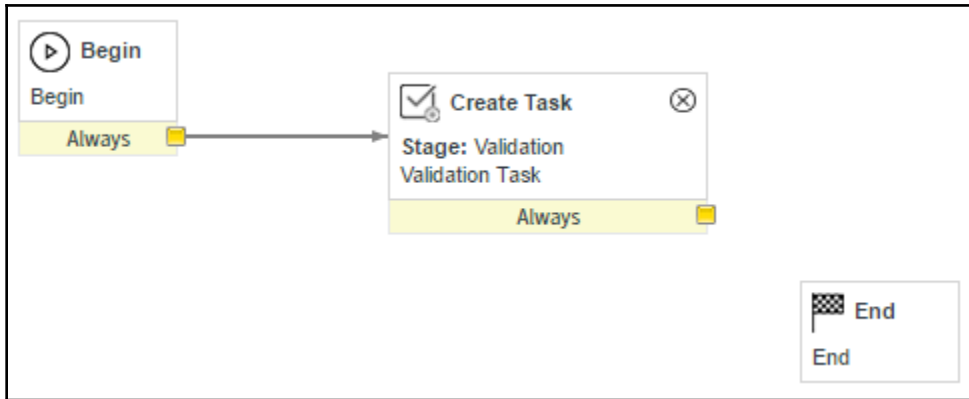
Wait for completion:

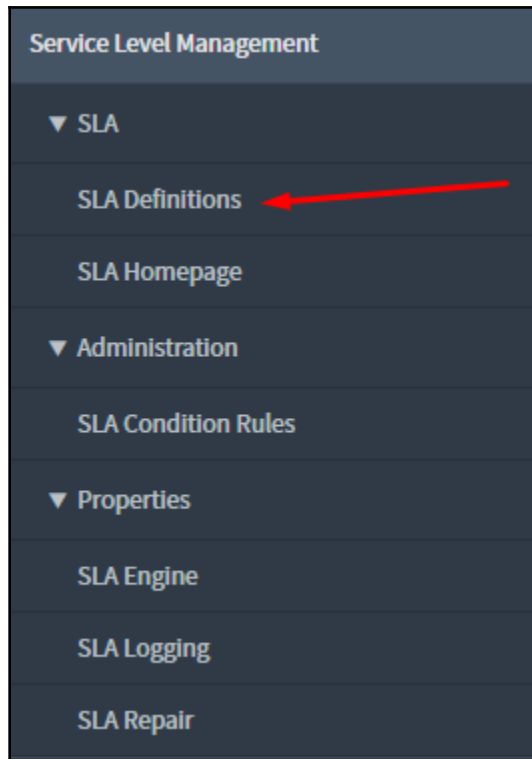
Populate task variables 

Task values from: 

Set values:  







Name	<input type="text" value="Virtual War Room Work Start"/>	Application	<input type="text" value="Global"/>	<input type="button" value="ⓘ"/>
Type	<input type="text" value="SLA"/>	Duration type ?	<input type="text" value="User specified duration"/>	
Table	<input type="text" value="Virtual War Room [u_virtual_war_ro..."/>	* Duration	Days <input type="text" value="0"/> Hours <input type="text" value="03"/> <input type="text" value="00"/> <input type="text" value="00"/>	
Workflow ?	<input type="text" value="Default SLA workflow"/> <input type="button" value="🔍"/> <input type="button" value="⚠"/> <input type="button" value="ⓘ"/>	Schedule source ?	<input type="text" value="SLA definition"/>	
Active	<input checked="" type="checkbox"/>	* Schedule	<input type="text" value="8-5 weekdays excluding holidays"/>	<input type="button" value="ⓘ"/>
Enable logging	<input checked="" type="checkbox"/>	Timezone source ?	<input type="text" value="The caller's time zone"/>	

Chapter 6: UI and Data Policies

The screenshot shows the 'UI Policy [Advanced view*]' configuration page. At the top, there is a navigation bar with a back arrow, a hamburger menu, the title 'UI Policy [Advanced view*]', and a 'Submit' button. Below the navigation bar, the configuration is organized into several sections:

- Table:** A dropdown menu showing 'Virtual War Room [u_virtual...]'.
- Application:** A dropdown menu showing 'Global' with an information icon.
- Active:** A checked checkbox.
- Short description:** A text input field with a red asterisk icon to its left.
- Order:** A text input field containing the value '100'.
- When to Apply:** A tabbed interface with 'Script' selected. It contains:
 - Conditions:** Two buttons: 'Add Filter Condition' and 'Add "OR" Clause'.
 - Field Selection:** A dropdown menu with '-- choose field --', followed by '-- oper --' and '-- value --' buttons.
 - Global:** A checked checkbox.
 - On load:** A checked checkbox.
 - Reverse if false:** A checked checkbox.
 - Inherit:** An unchecked checkbox.

At the bottom of the configuration area, there is a 'Submit' button and a 'Related Links' section with a link to 'Default view'.

The screenshot shows the 'UI Policy Actions' list view. At the top, there is a navigation bar with a hamburger menu, the title 'UI Policy Actions', a 'New' button, a search bar with the text 'for text', and a search icon. Below the navigation bar, there is a filter icon and the text 'UI policy = test policy'. Below that, there is a search icon and four columns: 'Field name', 'Mandatory', 'Visible', and 'Read only'. The main content area is empty and displays the text 'No records to display'.



← Catalog UI Policy
New record

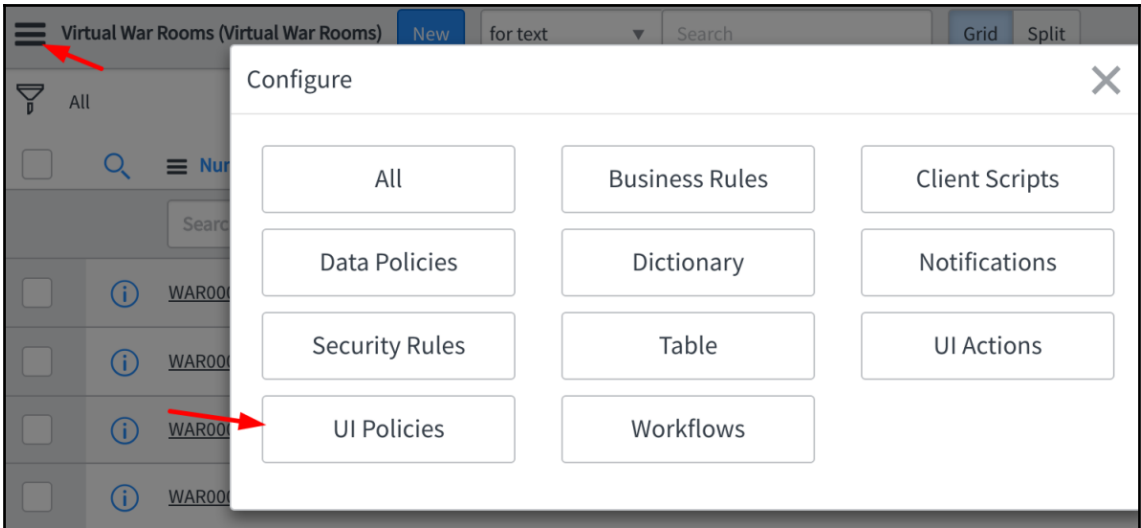
Applies to: A Catalog Item Active:

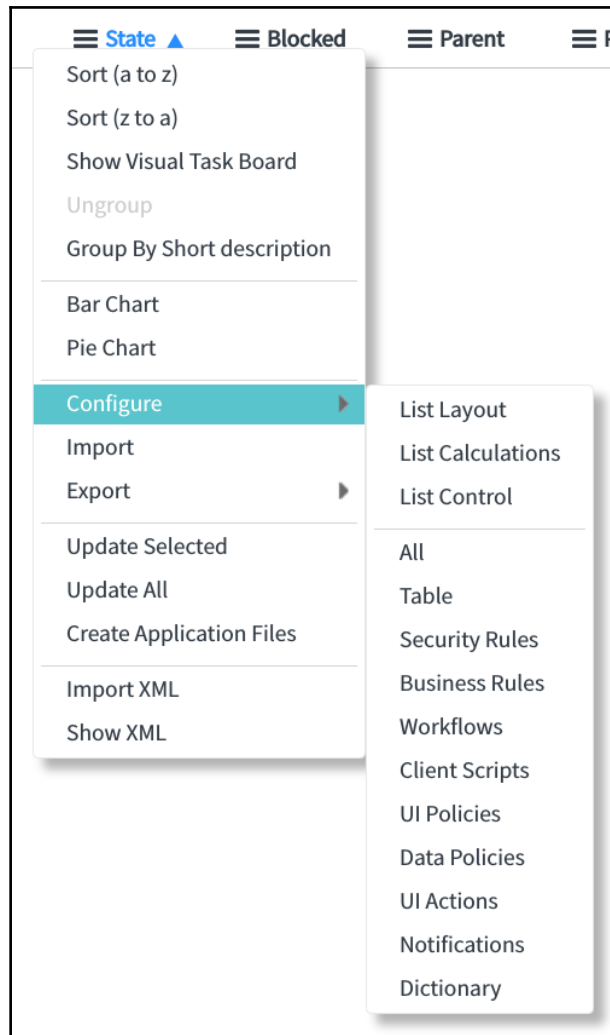
* Catalog item:

* Short description:

Field name	Mandatory	Visible	Read only
<i>assigned_to</i>	True	Leave alone	Leave alone

There are multiple UI Policies with the same Order for this field - their run order is not predictable: [Example UI Policy 2](#), [Example UI Policy 1](#)





Data Policy
New record

* Table: Virtual War Room [u_virtual_war...] Application: Global

Inherit: Apply to import sets:

Reverse if false: Apply to SOAP:

Active: Use as UI Policy on client:

Short description: Prevent re-opening War Rooms

Description: When a Virtual War Room is closed, do not allow it to be re-opened.

Conditions: Add Filter Condition Add "OR" Clause

State is one of: Work in Progress, Closed Complete, Closed Incomplete, Closed Skipped

AND OR X

Submit

Data Policy Rule
state


* Table: Virtual War Room [u_virtual_war_room] Read only: True

* Field name: State Mandatory: Leave alone

Update **Delete**

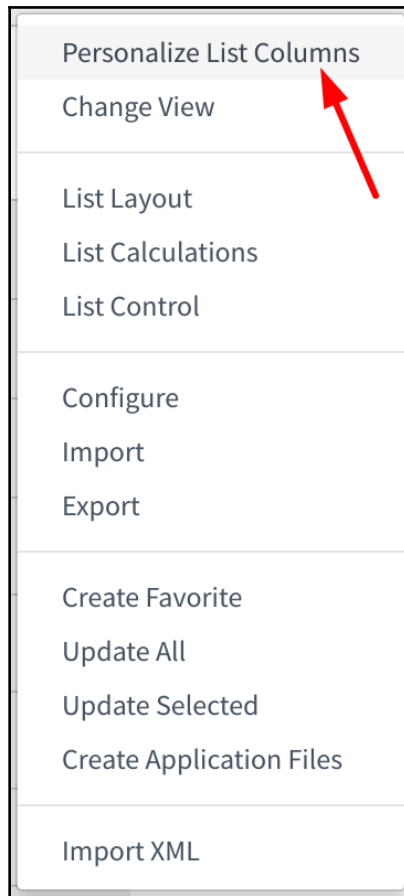
Update **Delete**

Related Links

[Convert this to Data Policy](#) 

[Advanced view](#)

UI Policy Actions **New**



< **Data Policy**
Major incident field read-only when populated

✎ ✓ ⇄ ☰ Update Delete ↑ ↓

New Data Policy created from UI Policy ✕

* Table Application ⓘ

Inherit

Reverse if false

Active

Apply to import sets

Apply to SOAP

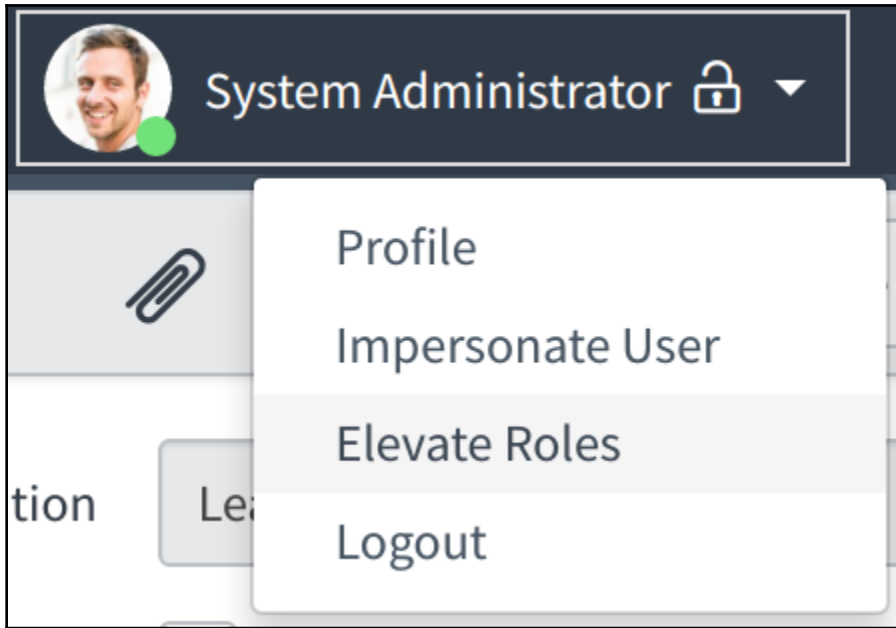
Use as UI Policy on client

Short description

Description

Conditions

Related Links
[Convert this to UI Policy](#)



u_virtual_war_room.*

Type: record Application: Global

Operation: write Active:

Admin overrides: Advanced:

Name: Virtual War Room [u_virtual_war_room]

Description:

Definition

Requires role: 1 to 1 of 1

Role
admin
Insert a new row...

Condition: 2 records match condition

Add Filter Condition Add "OR" Clause

State is one of Pending Open Work in Progress Closed Complete

AND OR X

Update Delete

Chapter 7: User Administration and Security

The screenshot displays the ServiceNow user administration page for Carol Coughlin. The top section contains various user details and preferences, including:

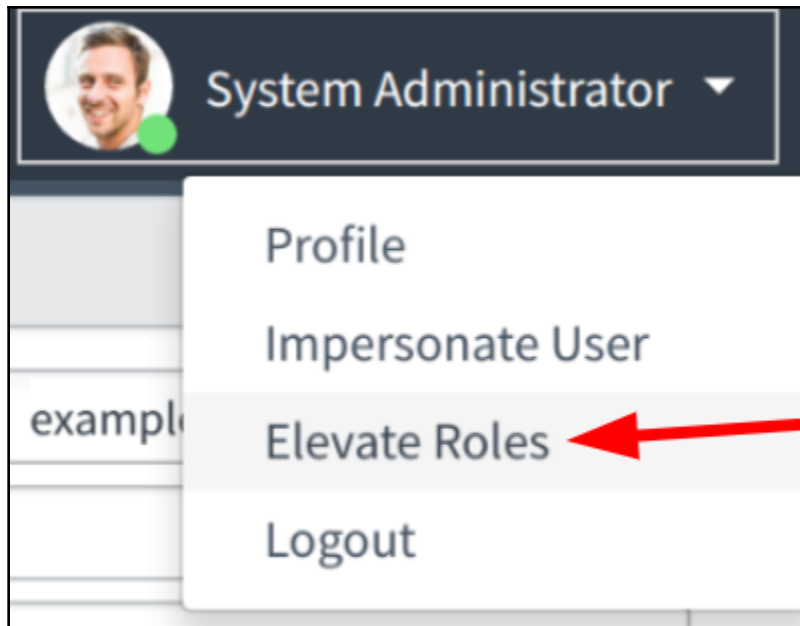
- User ID:** carol.coughlin
- First name:** Carol
- Last name:** Coughlin
- Department:** Sales
- Email:** carol.coughlin@example.com
- Notification:** Disable
- Calendar integration:** -- None --
- Time zone:** System (America/Los_Angeles)
- Location:** 322 West 52nd Street, New York, NY

Below these details are several checkboxes for user status and preferences, such as "Active" (checked), "Locked out", "Web service access only", and "Internal Integration".

The "Related Links" section includes "Notification Preferences" and "View Subscriptions".

The "Roles" section shows a table of roles assigned to the user. The table has columns for Role, State, Inherited, and Inheritance Count.






Role	State	Inherited	Inheritance Count
task_activity_writer	Active	true	3
wm_basic	Active	true	2



Condition `!current.source.isNil() && gs.hasRole('admin')`

Requires role

Requires role

	 Role
	 <u>admin</u>
	<i>Insert a new row...</i>

Roles (1) | Group Members (5) | Groups | Skills | Locations Covered | Covered by Dispatch Groups | Assignment Groups Covered

Roles **Edit...** Go to Created Search

Group = CAB Approval

		 Created	 Role	 Granted by	 Inherits
<input type="checkbox"/>		2016-11-12 22:24:54 <small>just now</small>	<u>change_manager</u>		true

Actions on selected rows...

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

Roles List

CAB Approval

change_manager

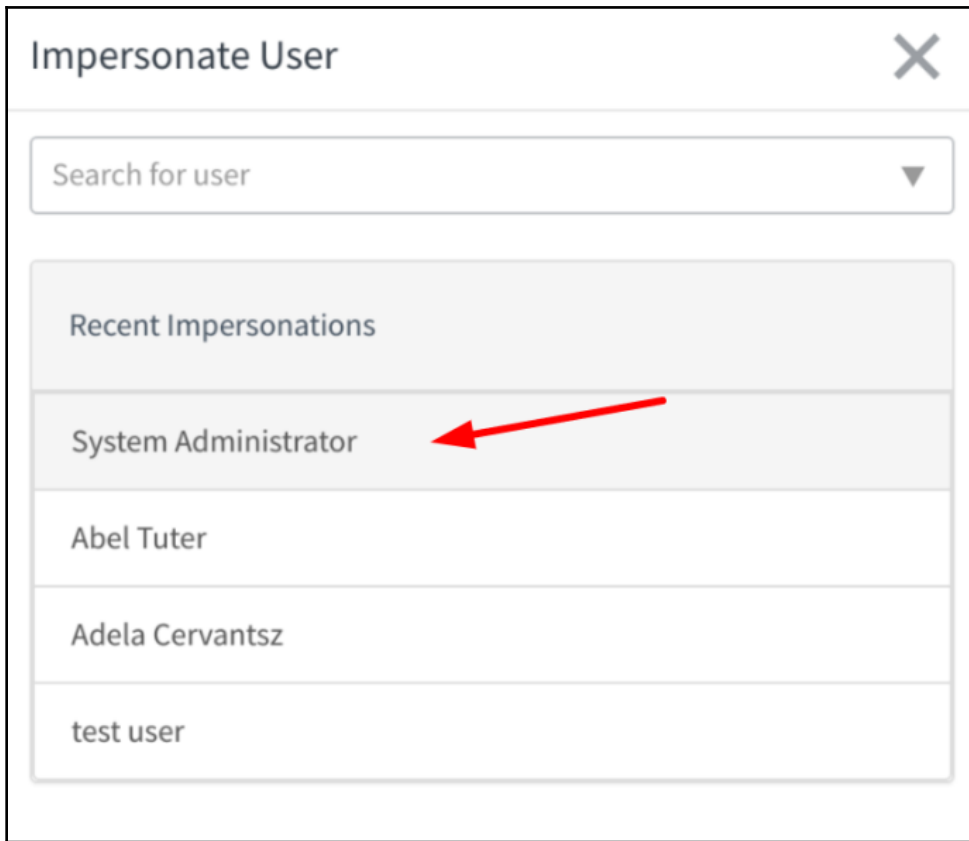
Cancel Save

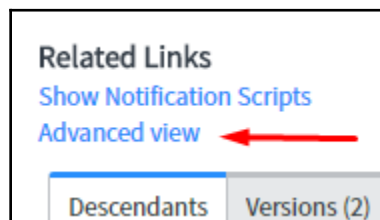
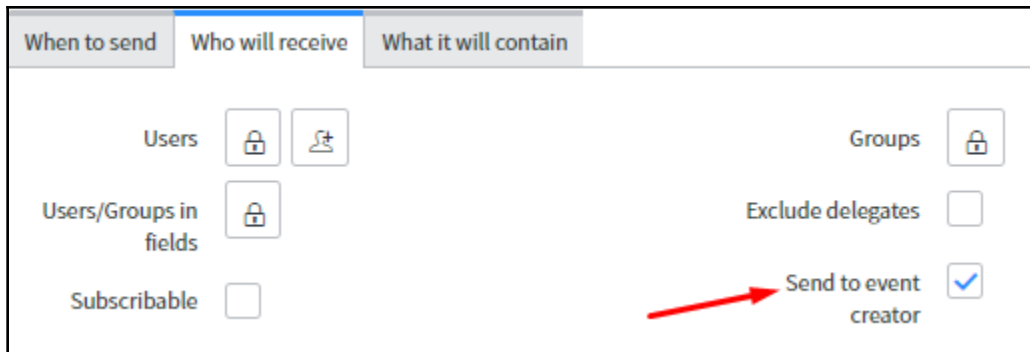
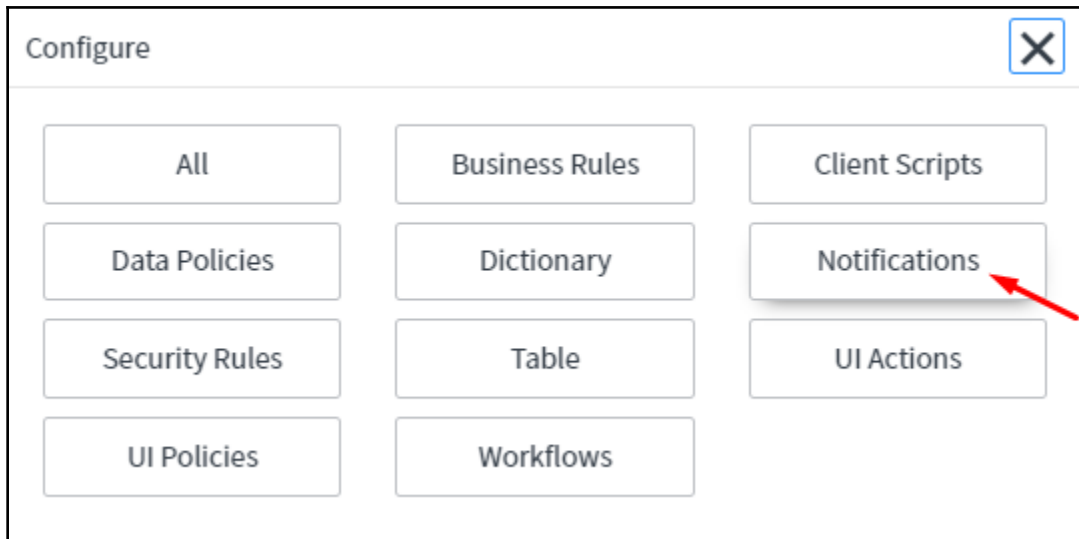
Collection	Roles List
activity_admin	change_manager
activity_creator	
admin	
agent_admin	
api_analytics_read	
approval_admin	
approver_user	
assessment_admin	
asset	
assignment_rule_admin	
bsm_legacy	
bsm_legacy_admin	
business_rule_admin	
catalog	
catalog_admin	
catalog_editor	
catalog_item_designer	
catalog_lookup_admin	

Impersonate User ✕

Recent Impersonations

Abel Tuter
Adela Cervantsz
test user





The screenshot shows the 'Notification' configuration page in 'Advanced view'. The notification is named 'Alert assignee on notes update' and is of type 'EMAIL'. It is associated with the 'Virtual War Room' table and is currently active. The 'When to send' tab is selected, showing the trigger 'Record inserted or updated' with a weight of 0. There are checkboxes for 'Inserted' and 'Updated', with 'Updated' being checked. The 'Conditions' section includes buttons for 'Add Filter Condition' and 'Add "OR" Clause', and a dropdown menu for selecting a field, operator, and value. An 'Advanced condition' section is visible below, containing a list of conditions.

This close-up view shows the 'When to send' configuration. The 'Send when' dropdown is set to 'Record inserted or updated'. The 'Weight' is 0. The 'Inserted' checkbox is unchecked, and the 'Updated' checkbox is checked.

- Available
- Virtual War Room fields
 - .Assigned to-->User fields
 - Active
 - Building [+]
 - Business phone
 - Calendar integration
 - City
 - Class
 - Company [+]

Users
Beth Anglin

excluded recipients because user's "Notification" setting is disabled

Notification Preview ✕

Preview records for this breakdown source

Event Creator: System Administrator

Preview Record: WAR0001004

Users
Beth Anglin

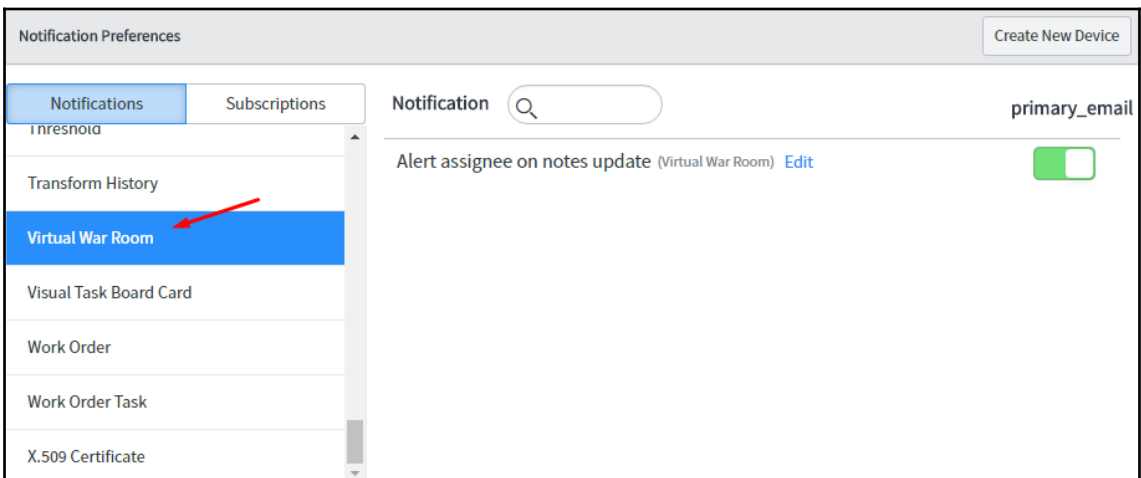
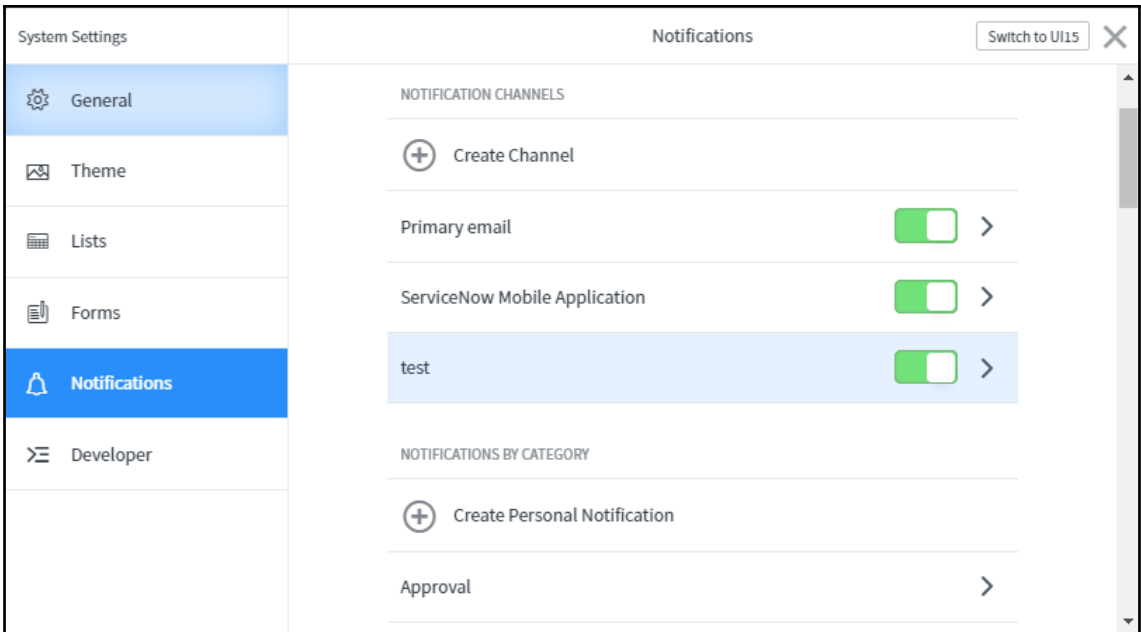
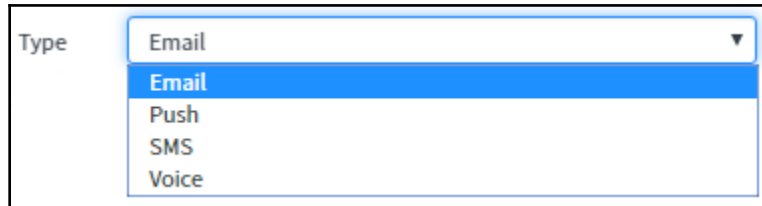
Subject
Work notes updated on Virtual War Room WAR0001004

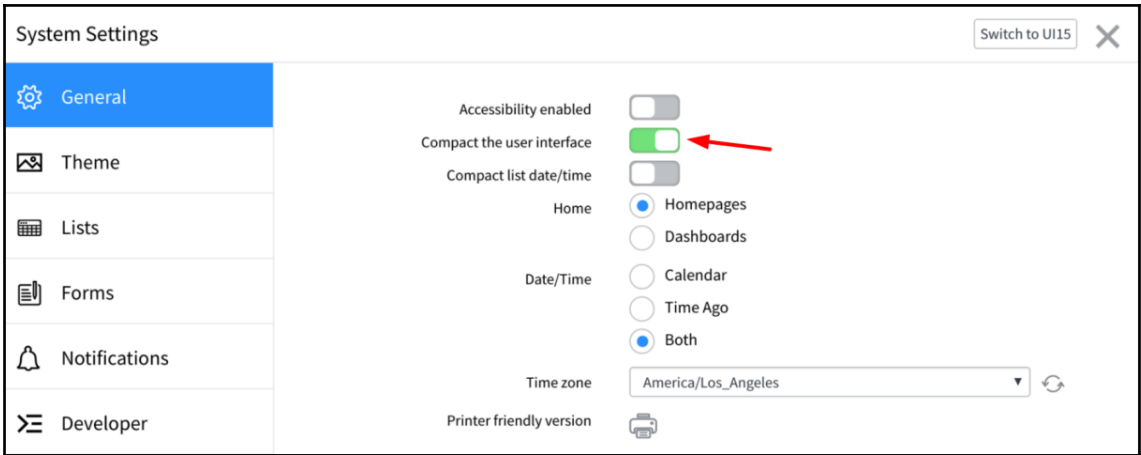
Body
Virtual War Room [WAR0001004](#) has received new Work notes.
Work notes:

2016-11-17 01:17:17 PST - System Administrator Work notes
example work note

2016-11-17 01:17:10 PST - System Administrator Work notes
test2


2016-09-13 21:49:21 PDT - System Administrator Work notes
test






Definition ▼

Requires role ◀◀ 1 to 1 of 1 ▶▶ ☐

 **Role**

✕ i admin













+ *Insert a new row...*

Condition 2 records match condition 



Add Filter Condition Add "OR" Clause


State ▼ is one of ▼







- Pending
- Open
- Work in Progress
- Closed Complete

Script            

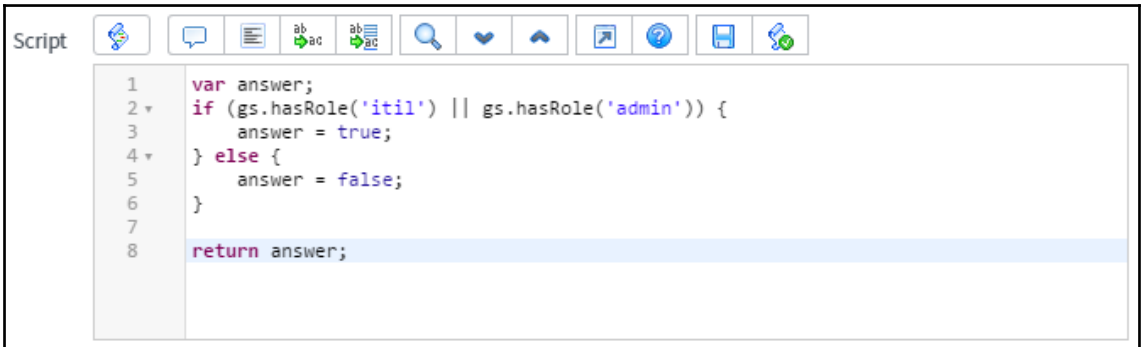
1

 **System Plugins (Plugins)** for text ▼ Search Grid Split 

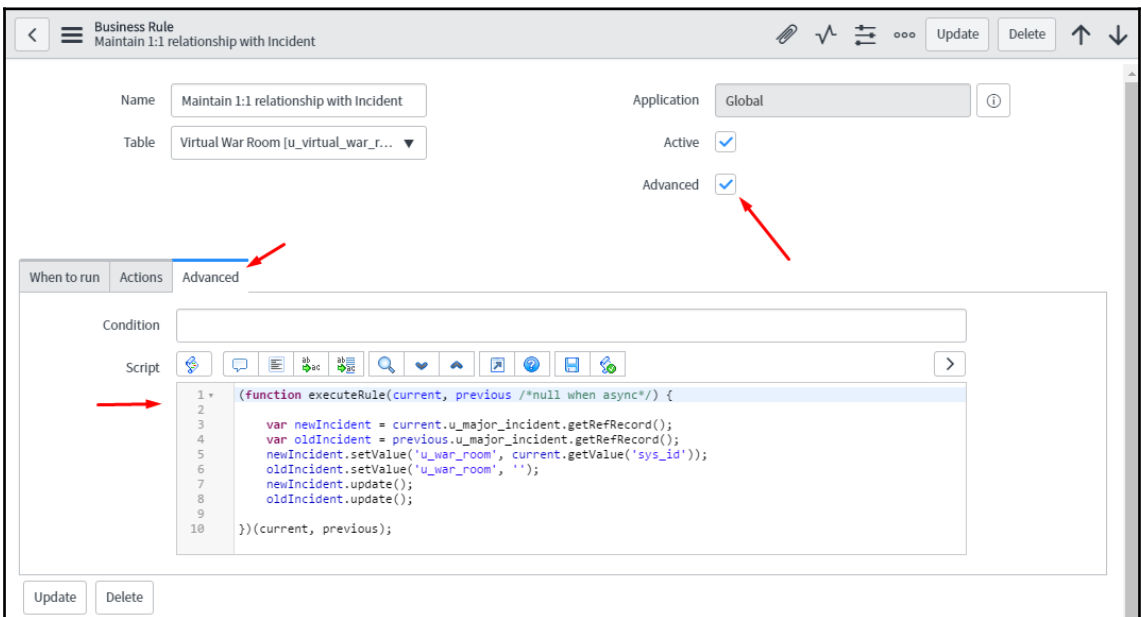
 All > Name starts with high security

		 Name ▲	 Version	 Status	 ID
<input type="checkbox"/>		high security	Search	Search	Search
<input type="checkbox"/>	i	High Security Settings	1.0.0	● Active	com.glide.high_security

Chapter 8: Introduction to Scripting



```
1 var answer;  
2 if (gs.hasRole('itil') || gs.hasRole('admin')) {  
3   answer = true;  
4 } else {  
5   answer = false;  
6 }  
7  
8 return answer;
```



Business Rule
Maintain 1:1 relationship with Incident

Name: Maintain 1:1 relationship with Incident
Table: Virtual War Room [u_virtual_war_r...]

Application: Global
Active:
Advanced:

When to run: Advanced

Condition: [Empty field]

Script

```
1 (function executeRule(current, previous /*null when async*/) {  
2   var newIncident = current.u_major_incident.getRefRecord();  
3   var oldIncident = previous.u_major_incident.getRefRecord();  
4   newIncident.setValue('u_war_room', current.getValue('sys_id'));  
5   oldIncident.setValue('u_war_room', '');  
6   newIncident.update();  
7   oldIncident.update();  
8 })(current, previous);
```

Client Script (BP) Hide Choice - Closed

Name: (BP) Hide Choice - Closed

Table: Incident [Incident]

UI Type: Both

Type: **onLoad**

Application: Global

Active:

Inherited:

Global:

```

1 // Hide "Closed" Incident state and State from everyone but itil_admin
2
3 function onLoad() {
4   if (g_user.hasRole('itil_admin'))
5     return;
6
7   if (g_form.getValue('incident_state') != '7')
8     g_form.removeOption('incident_state', 7);
9   if (g_form.getValue('state') != '7')
10    g_form.removeOption('state', 7);
11 }
12
    
```

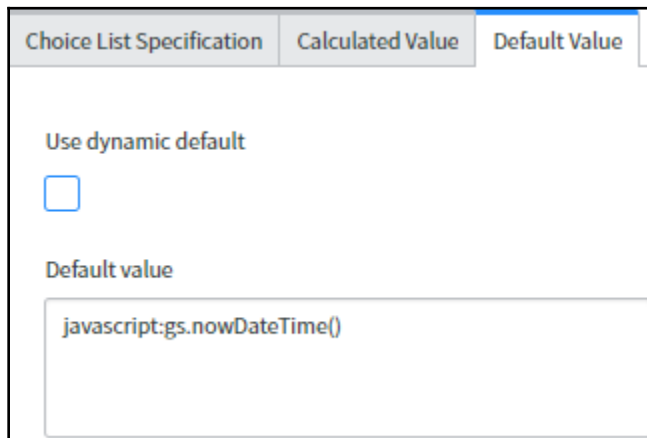
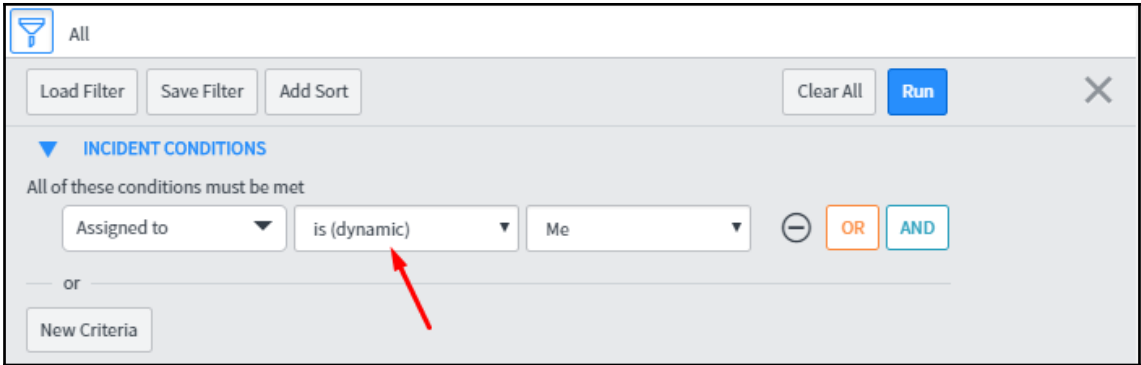
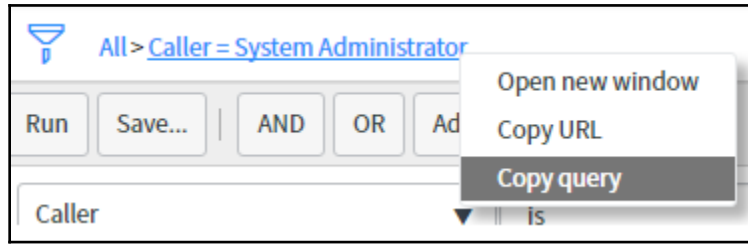
Incidents **New** Go to Updated Search

All > Caller = System Administrator

Run Save... AND OR Add Sort

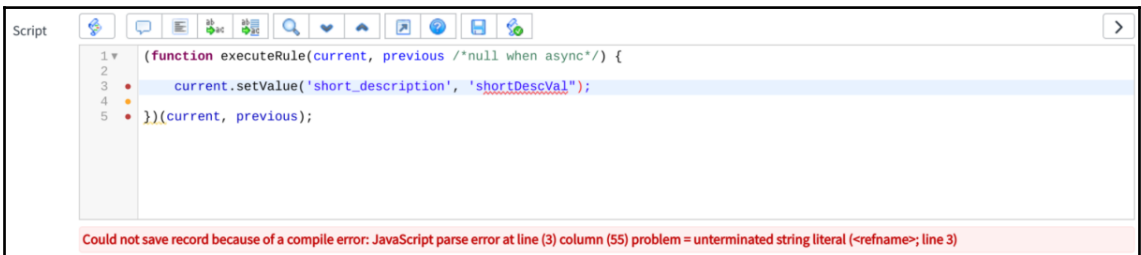
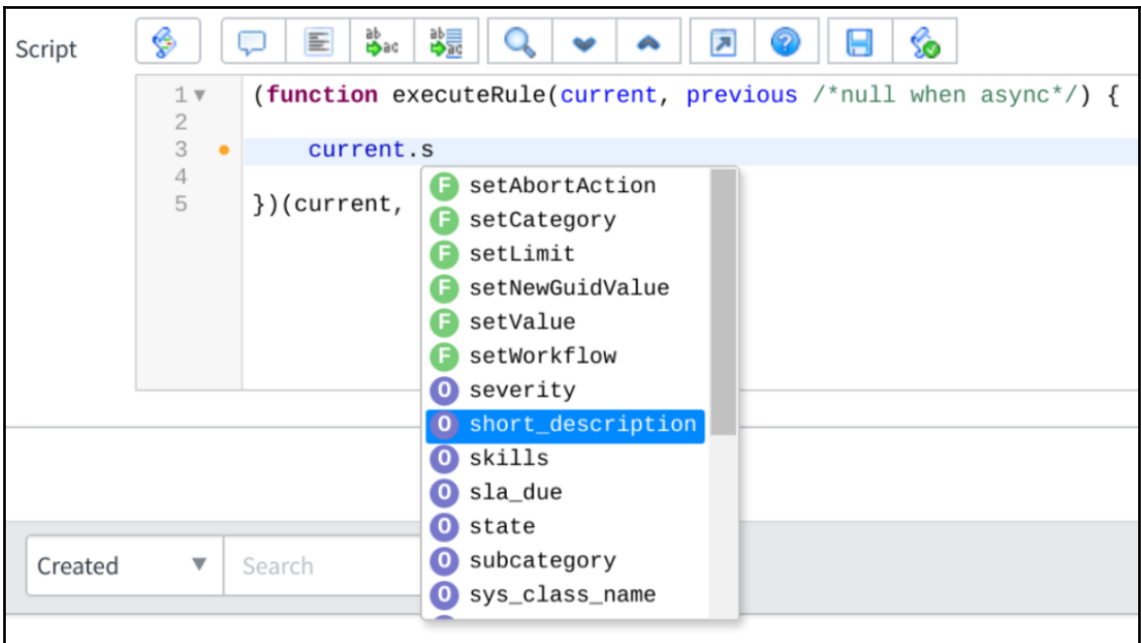
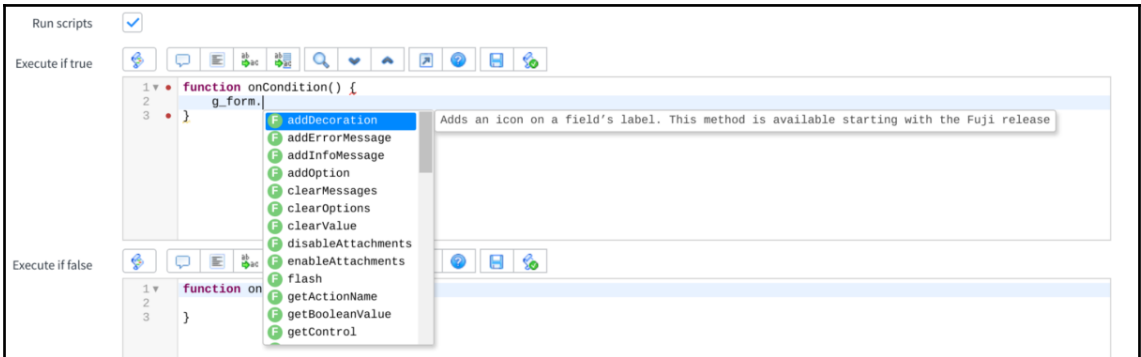
Caller is javascript:gs.getUserID(); Run

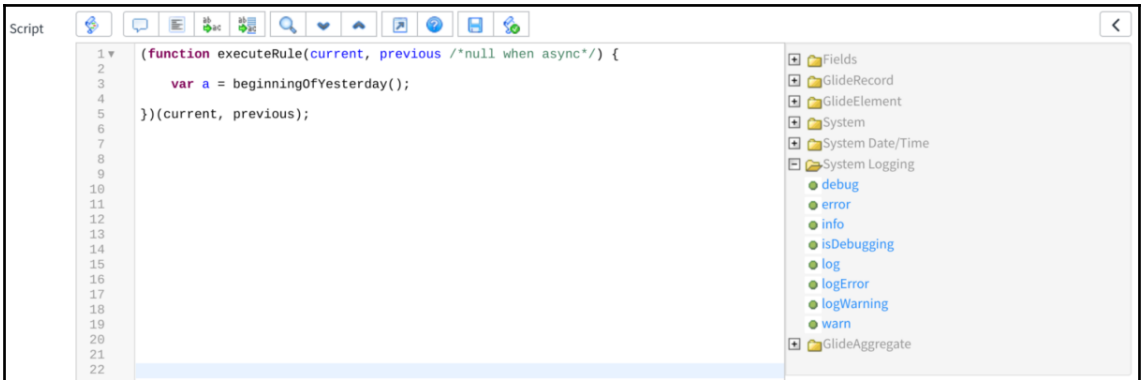
	Number	Opened	Short description	Caller	Priority	Assigned to
<input type="checkbox"/>	INC0000031	2016-05-14 17:18:03 7mo ago	When can we get off Remedy? UI is killing us	System Administrator	1 - Critical	David Loo
<input type="checkbox"/>	INC0000039	2016-06-11 17:41:01 6mo ago	Trouble getting to Oregon mail server	System Administrator	5 - Planning	



Choice List Specification	Calculated Value	Default Value
Use dynamic default <input checked="" type="checkbox"/>		
Dynamic default value Now (Date and Time) <input type="text"/> <input type="button" value="Q"/> <input type="button" value="i"/>		

The screenshot displays a ServiceNow interface with a context menu open on the left. The menu items are: Save, Cancel Change, Add to Visual Task Board, Create Work Order, Propose a Standard Change Template, Refresh Impacted Services, Metrics Timeline, Follow on Live Feed, Show Live Feed, Edit Risk Conditions, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, and Reload form. A red arrow points from the 'Cancel Change' menu item to the 'Request Approval' button in the top right. Other buttons in the top right include 'Update', 'Copy Change', and 'Delete'. Below these buttons, the status 'Closed' and 'Canceled' are visible. The interface also features a search bar and a lightbulb icon.



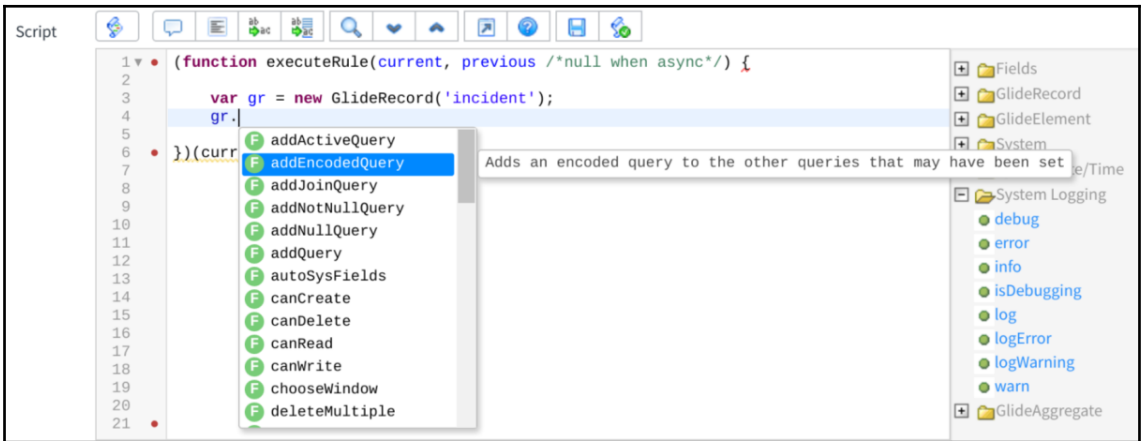


The screenshot shows a script editor window with a toolbar at the top. The main area contains a JavaScript function definition. The code is as follows:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3     var a = beginningOfYesterday();  
4  
5 })(current, previous);  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22
```

On the right side, there is a class browser showing a tree structure of classes and methods:

- Fields
- GlideRecord
- GlideElement
- System
- System Date/Time
- System Logging
 - debug
 - error
 - info
 - isDebugging
 - log
 - logError
 - logWarning
 - warn
- GlideAggregate



The screenshot shows the same script editor window, but with a dropdown menu open over the `gr.` property access in the code. The code is as follows:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3     var gr = new GlideRecord('incident');  
4     gr.  
5  
6 })(current, previous);  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21
```

The dropdown menu lists the following methods for `GlideRecord`:

- addActiveQuery
- addEncodedQuery
- addJoinQuery
- addNotNullQuery
- addNullQuery
- addQuery
- autoSysFields
- canCreate
- canDelete
- canRead
- canWrite
- chooseWindow
- deleteMultiple

A tooltip for the `addEncodedQuery` method is visible, stating: "Adds an encoded query to the other queries that may have been set".

On the right side, the class browser is the same as in the previous screenshot.

The screenshot shows the 'Advanced' tab of a ServiceNow script editor. The 'Script' area contains the following code:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3     var gr = new Glide  
4  
5 })  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20
```

A class completion menu is open over the 'Glide' text on line 4, listing the following classes:

- GlideAggregate
- GlideDate
- GlideDateTime
- GlideDuration
- GlideElement
- GlideElementDescriptor
- GlideFilter
- GlideLocale
- GlidePluginManager
- GlideQueryCondition
- GlideRecord
- GlideRecordSecure
- GlideSchedule

A tooltip is visible on the right side of the menu, stating: "The scoped GlideDate class provides methods for performing operations on GlideDate objects, such as instantiating GlideDate objects or working with GlideDate fields".

```
var gr = new GlideRecord()  
GlideRecord(tableName: string)
```

The screenshot shows the 'Script' area of a ServiceNow script editor with the following JSDoc comment:

```
1 /**  
2  
3  * Description:  
4  
5  * Parameters:  
6  
7  * Returns:  
8  */  
9
```

```
Script
1  var EditorMacroDemo = Class.create();
2  EditorMacroDemo.prototype = {
3    initialize: function() {
4    },
5
6    /*
7     * Description:
8     * Parameters:
9     * Returns:
10   */
11   ;function() {
12   },
13
14
15
16   type: 'EditorMacroDemo'
17  };
```

```
Script
1  for (var i=0; i< myArray.length; i++) {
2    //myArray[i];
3
4  }
5
```

Script

```
1 //vargr:
2 var gr = new GlideRecord("");
3 gr.addQuery("name", "value");
4 gr.query();
5 if (gr.next()) {
6
7 }
8
9 //vargror:
10 var gr = new GlideRecord('');
11
12 var qc = gr.addQuery('field', 'value1');
13
14 qc.addOrCondition('field', 'value2');
15 gr.query();
16
17 while (gr.next()) {
18
19
20 }
```

Editor Macro
dowhile

Name

Comments

Text

Update Delete

Chapter 9: The Server-Side Glide API

The screenshot shows the 'Incidents' list view in ServiceNow. The filter bar contains the query: `All > Assigned to Active = true > Active = true .or. State in (New, In Progress, On Hold)`. Below the filter bar, there are three conditions defined:

- Assigned to.Active is true
- Active is true
- or State is one of (New, In Progress, On Hold, Resolved)

The 'Run' button is visible at the bottom of the filter configuration area.

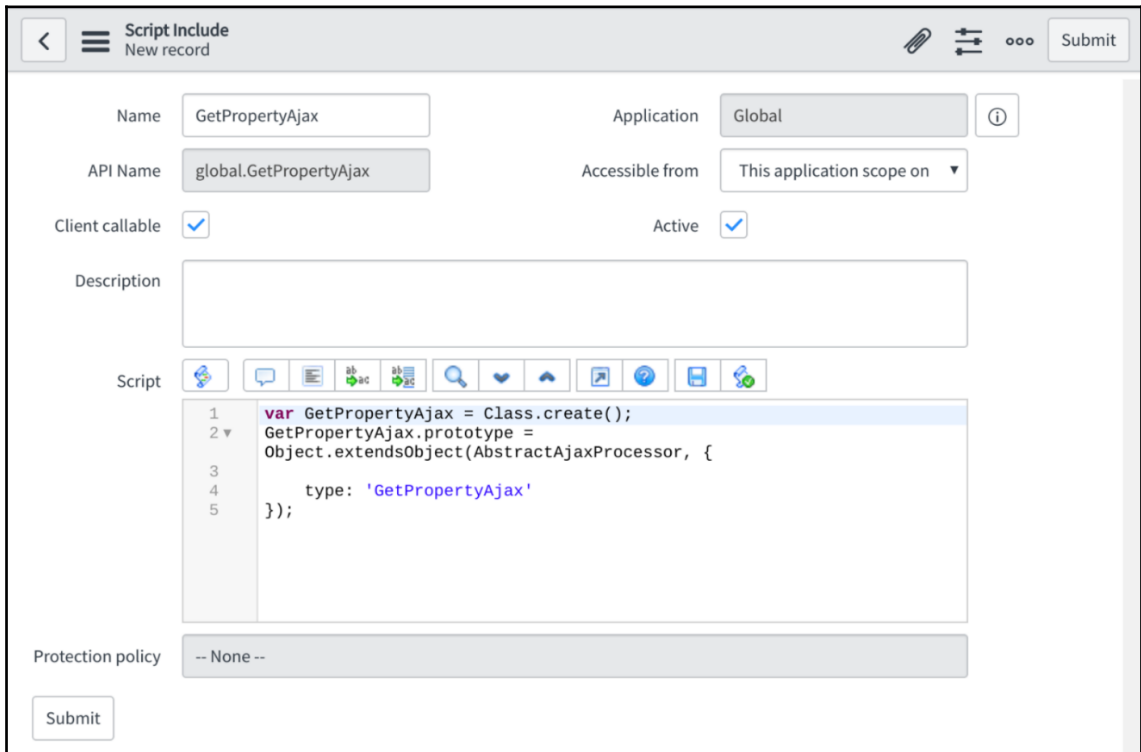
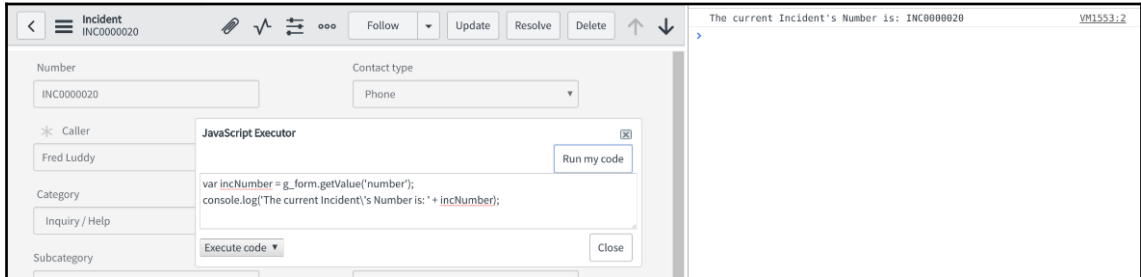
The screenshot shows the 'Incidents' list view with a table of results. The table has columns: Number, Opened, and Short description. A context menu is open over the first row, with the 'Copy query' option highlighted. A red arrow points from the 'Copy query' option to the table row.

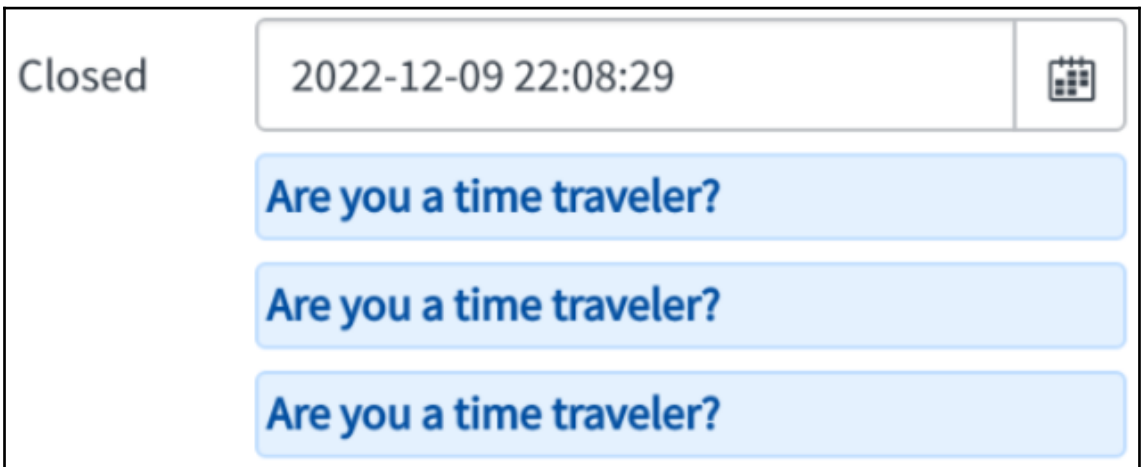
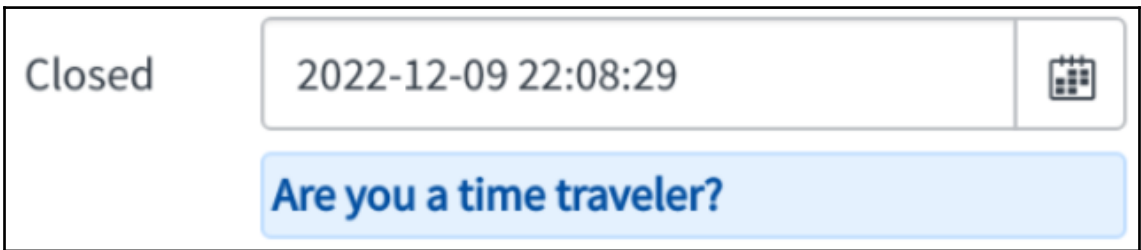
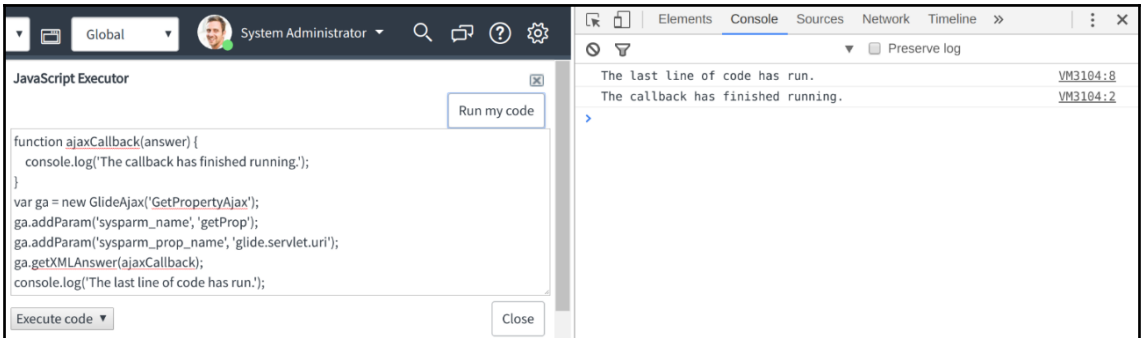
Number	Opened	Short description
INC0000025	2016-05-19 16:53:46	I need more memory

A box labeled 'Condition' containing the text `current.canCreate()`.

This is an error message.

Chapter 10: The Client-Side Glide API





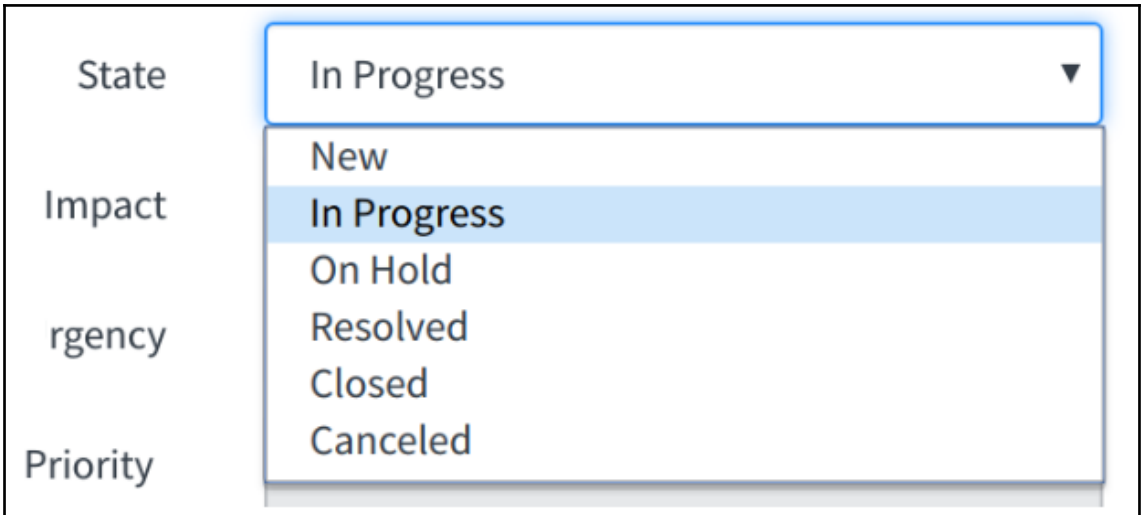


	Table	Element	Language	Value	Label	Inactive	Sequence
	=incident	=state	Search	Search	Search	Search	Search
i	incident	state	en	1	New	false	0
i	incident	state	en	2	In Progress	false	1
i	incident	state	en	3	On Hold	false	2
i	incident	state	en	6	Resolved	false	3
i	incident	state	en	7	Closed	false	4
i	incident	state	en	8	Canceled	false	5

Impact

- 3 - Low
- 1 - High
- 2 - Medium
- 3 - Low

Impact 2 - Medium

JavaScript Executor

```
g_form.removeOption('impact','1');  
g_form.addOption('impact','1','CRITICAL',0);
```

Run my code

Execute code

Close

Impact

- 2 - Medium
- CRITICAL
- 2 - Medium
- 3 - Low

Business service

Configuration item

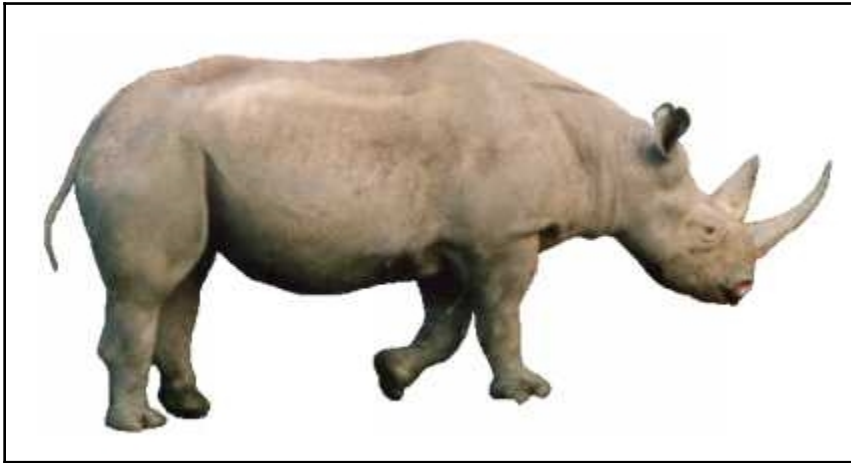
Parent Incident

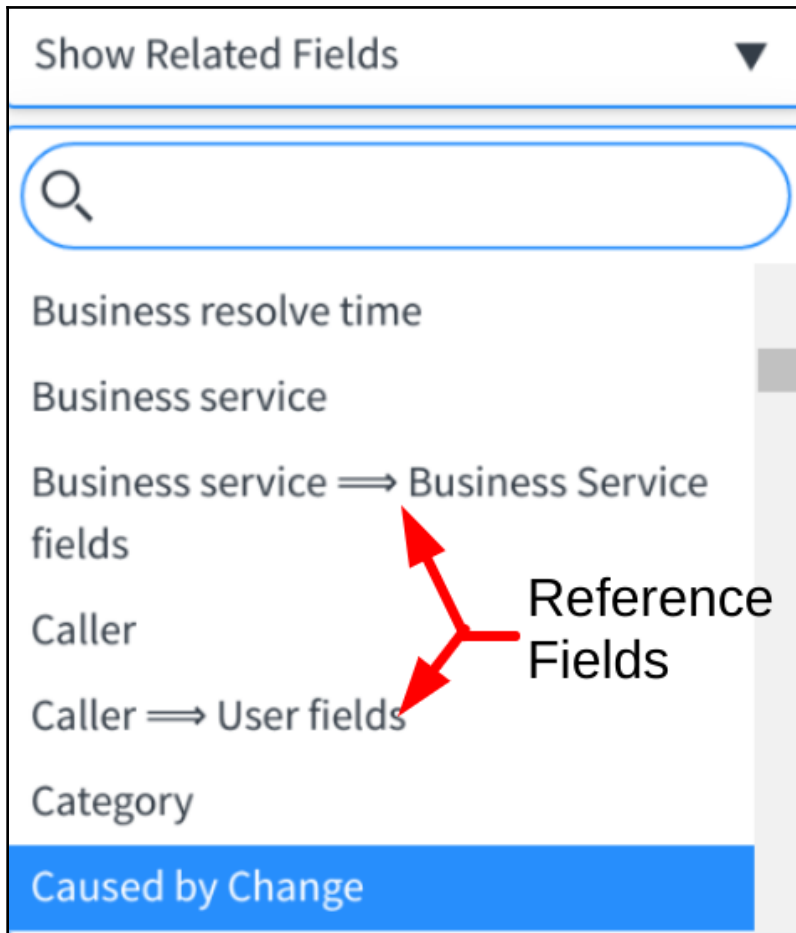
Business service

Parent Incident

Business service	<input type="text"/>	<input type="button" value="🔍"/>
Parent Incident	<input type="text"/>	<input type="button" value="🔍"/>

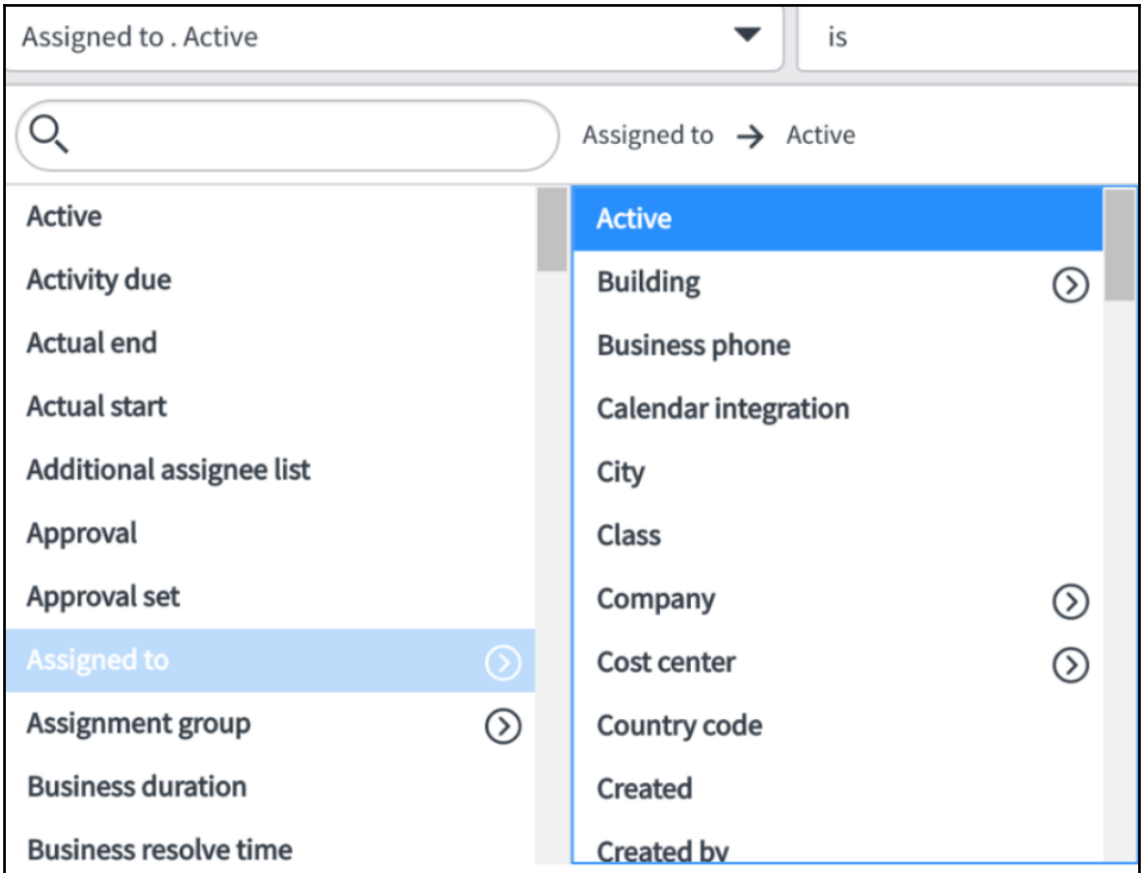
Chapter 11: Server-Side Scripting





The screenshot displays the ServiceNow search interface. At the top, there are buttons for 'Load Filter', 'Save Filter', and 'Sort Filter', along with 'Clear All' and 'Run' buttons. Below this, a search bar contains the text 'are'. A filter menu is open on the left, listing various criteria such as 'Approval', 'Assigned to', and 'Assignment group'. Two red circles highlight the expand/collapse icons next to 'Assignment group' and 'Business duration'. The main area shows a table of search results with columns for 'Show description', 'Caller', 'Priority', 'Assigned to', 'Assignment group', 'State', 'Category', and 'Updated'. Three results are visible:

Show description	Caller	Priority	Assigned to	Assignment group	State	Category	Updated
can't access Exchange server - is it down?	JB Jerrod Bennett	1 - Critical	Beth Anglin	Hardware	In Progress	Hardware	2016-09-09 12:49:40 5mo ago
can't launch my VPN client since the last software update	FL Fred Luddy	1 - Critical	Don Goodliffe	Software	In Progress	Software	2016-09-09 12:50:33 5mo ago
can't get my weather report	CW Charlie Whitherspoon	5 - Planning	Don Goodliffe	Service Desk	In Progress	Inquiry / Help	2016-09-09 12:50:57 5mo ago



When to run Actions Advanced

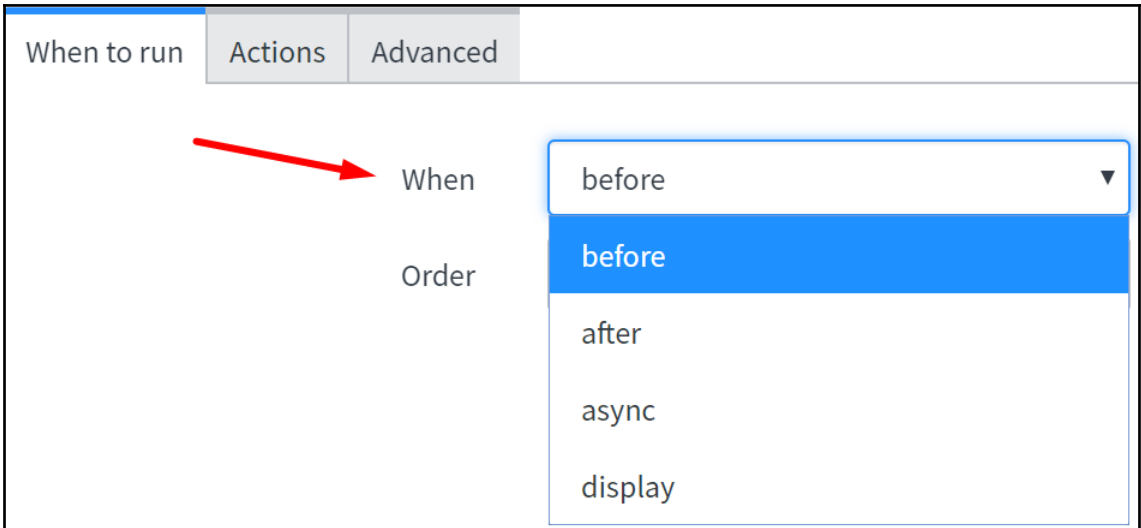
When before ▼

Order before

 after

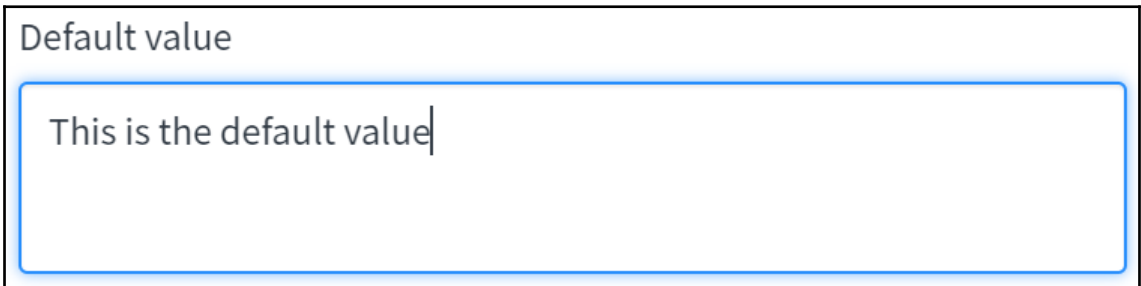
 async

 display



Default value

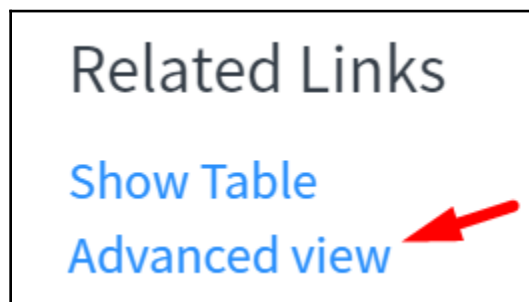
This is the default value|



Related Links

[Show Table](#)


[Advanced view](#)















Choice List Specification Dependent Field **Calculated Value**

Calculated

Calculation


























 >


           

```
1 (function calculatedFieldValue(current) {  
2  
3     // Add your code here  
4     return ''; // return the calculated value  
5  
6 })(current);
```


Chapter 12: Client-Side Scripting


```
if (isLoading || newValue === '') {
    return;
}
```



	INC0000015	2016-05-26 16:38:46 8mo ago	I can't launch my VPN client since the last software update	 Fred Luddy	 1 - Critical	 Don Goodliffe
	INC0000029	2016-06-09 17:00:44 8mo ago	I can't get my weather report	 Charlie Whitherspoon	5 - Planning	 Don Goodliffe
	INC0000016	2016-05-21 16:40:23 9mo ago	Rain is leaking on main DNS Server	 Bow Ruggeri	 1 - Critical	 ITIL User
	INC0000037	2016-06-11 17:34:56 8mo ago	Request for a new service	 Sam Sorokin	3 - Moderate	 Howard Johnson
	INC0000044	2016-06-11 17:47:08 8mo ago	Can't log into SAP from my laptop today	 Joe Employee	 2 - High	 Fred Luddy
	INC0000041	2016-06-11 17:44:53 8mo ago	My desk phone does not work	 Bow Ruggeri	3 - Moderate	 ITIL User
	INC0000027	2016-06-07 16:55:55 8mo ago	Please remove the latest hotfix from my PC	 Fred Luddy	 2 - High	 ITIL User

5 - Planning  Don Goodliffe Service Desk

Assigned to Save





4 records will be updated. 

Assigned to  

Recent selections

David Loo david.loo@example.com

Assignment group  

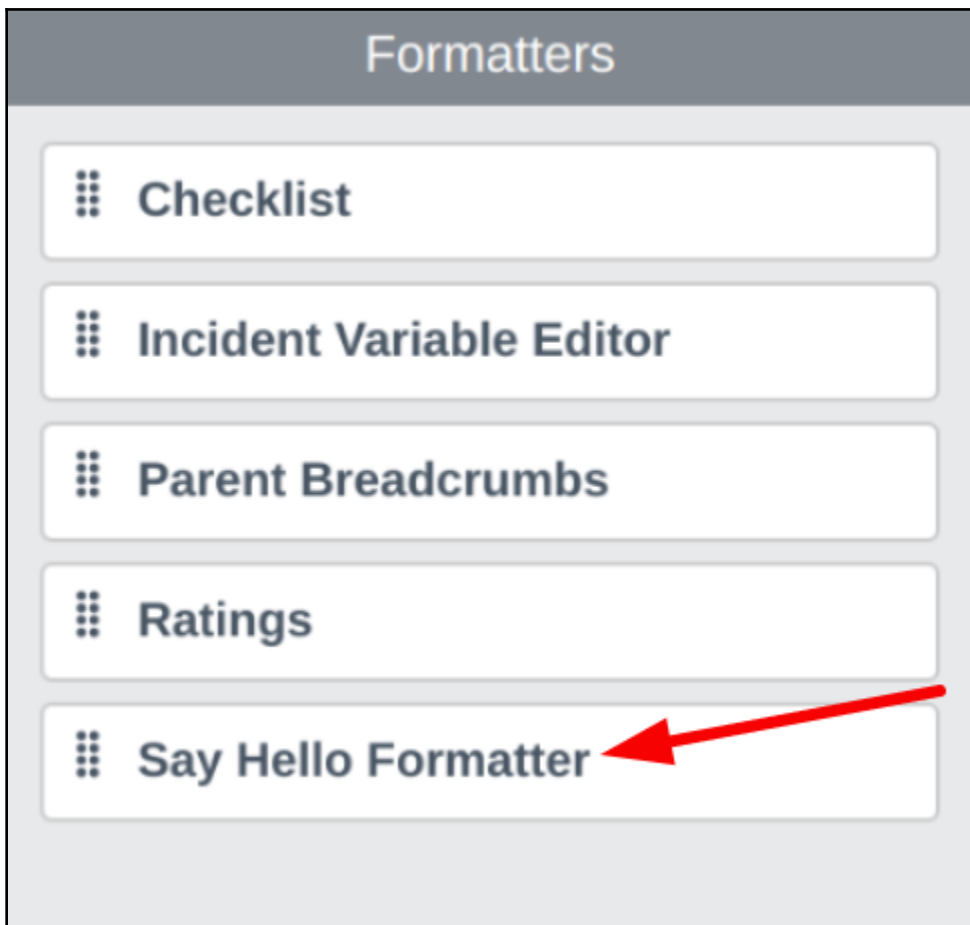
Group manager: Bow Ruggeri

The screenshot shows the configuration page for a macro named 'say_hello'. The page title is 'Macro say_hello'. The 'Name' field is 'say_hello', the 'Application' is 'Global', and the 'Active' checkbox is checked. The 'Description' field contains 'Says hello!'. Below the description is an XML editor with the following code:

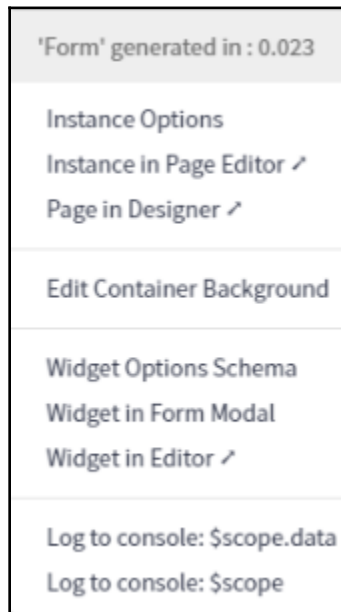
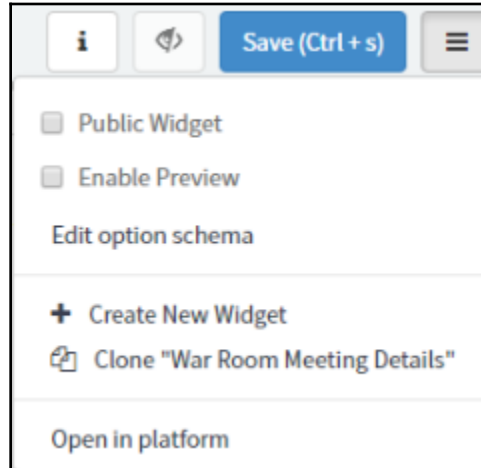
```
1 <?xml version="1.0" encoding="utf-8" ?>
2 <j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null"
3   xmlns:g2="null">
4   <g:requires name="say_hello.jsdbx" />
5 </j:jelly>
```

At the bottom, there is a 'Protection policy' dropdown set to '-- None --' and 'Update' and 'Delete' buttons.

The screenshot shows the configuration page for a UI formatter named 'Say Hello Formatter'. The page title is 'UI Formatter Say Hello Formatter'. The 'Name' field is 'Say Hello Formatter', the 'Application' is 'Global', and the 'Active' checkbox is checked. The 'Formatter' field is 'say_hello', the 'Table' is 'Incident [incident]', and the 'Type' is 'Formatter'. There are 'Update' and 'Delete' buttons at the bottom. Below the buttons is a 'Related Links' section with a link: [View UI Macro for this Formatter](#).



Chapter 13: Service Portal Scripting



WAR0001001
📎

Meeting #1
 Scheduled: 2018-01-20 17:09:06 - 2018-01-20 17:09:06
 We'll be meeting on The Manager's Meeting Link.

Meeting #2
 Scheduled: 2018-01-22 17:09:06 - 2018-01-25 17:09:06
 We'll still be on The Manager's Meeting Link, but this might be cancelled if the issue is resolved.

WAR0001001
📎

Type your message here... Send

Tim Woodruff
3mo ago
 WAR0001001 Created

Start

☰ WAR0001001
📎

Virtual War Room

Number: State:

Assigned to: Major Incident: i x

Configuration item:

Short description:

Work notes:

Related Lists
Task SLAs 1

Save (Ctrl + s)

WAR0001001	
Meeting #1 We'll be meeting on The Manager's Meeting Link.	Scheduled: 2018-01-20 17:09:06 - 2018-01-20 17:09:06
Meeting #2 We'll still be on The Manager's Meeting Link, but this might be cancelled if the issue is resolved.	Scheduled: 2018-01-22 17:09:06 - 2018-01-25 17:09:06

Widget Options Schema - War Room Meeting Details +

* Label -

Maximum Entries ⓘ

* Name (field name syntax)

maximum_entries

* Type

string ▼

Hint

Maximum number of meetings to display

Default value

3

* Form section

Data ▼

* Label -

Hide Past Meetings

* Name (field name syntax)

hide_past_meetings

* Type

boolean ▼

Hint

Only show meetings that have not passed.

Default value

Default value

* Form section

Other options ▼

[Save \(Ctrl + s\)](#)

☰ Instance 📎

Data

Maximum Entries

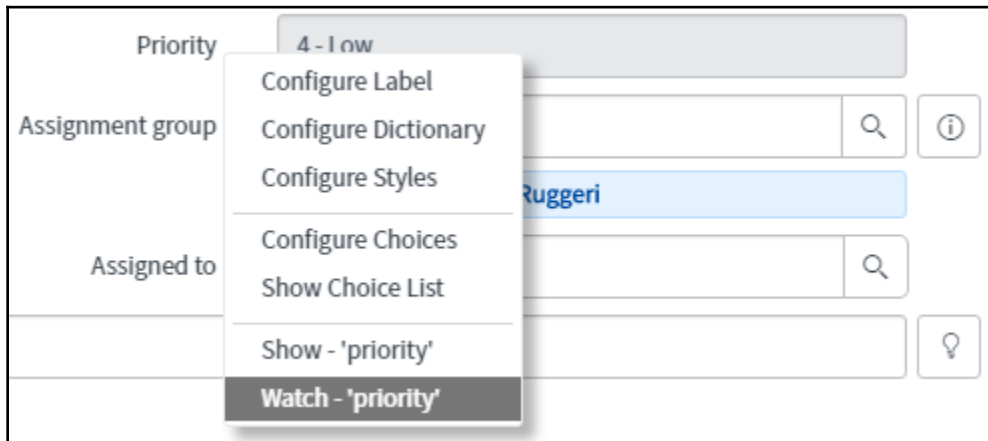
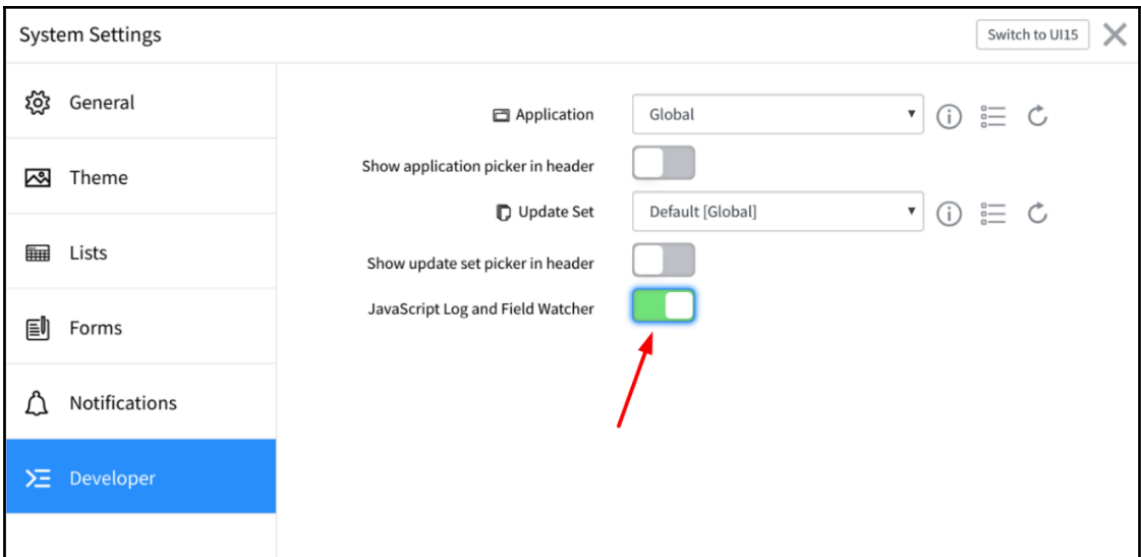
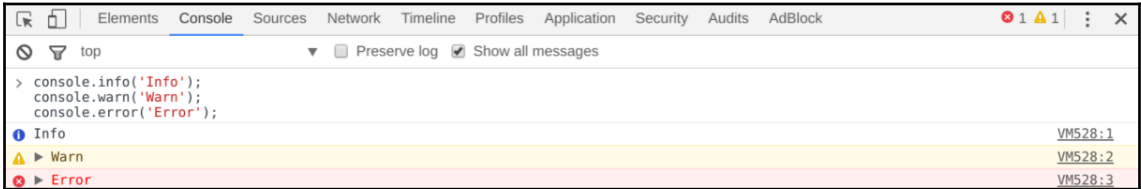
Other Options

Hide Past Meetings

Save (Ctrl + s)

```
'War Room Meeting Details' generated in : 0.004  
  
Instance Options  
Instance in Page Editor ↗  
Page in Designer ↗  
  
Edit Container Background  
  
Widget Options Schema  
Widget in Form Modal  
Widget in Editor ↗  
  
Log to console: $scope.data  
Log to console: $scope
```

Chapter 14: Debugging



JavaScript Log		Field Watcher	
Table:	Incident		<input checked="" type="checkbox"/> All
Element:	Priority	Reference:	
Type:	integer	Reference Qual:	<input checked="" type="checkbox"/> Business rule
Dependent:		Attributes:	<input checked="" type="checkbox"/> Workflow activity <input checked="" type="checkbox"/> Reference qualifier

	22:43:57 (836)	DATA LOOKUP - onchange of incident.impact
	22:44:22 (521)	ACL - record/incident.priority/read
	22:46:01 (712)	UI POLICY - "Priority is managed by Data Lookup - set as read-only"
	22:46:01 (713)	UI POLICY - "Priority is managed by Data Lookup - set as read-only"

JavaScript Log	Field Watcher	Small	Medium	Large		
00:46:15 (241)	incident.do GlideFieldPolicy: Setting "disabled" to "false" on "close_reason" field					
00:46:15 (242)	incident.do GlideFieldPolicy: Setting "disabled" to "false" on "close_code" field					
00:46:15 (244)	incident.do GlideFieldPolicy: Setting "disabled" to "false" on "comments" field					
00:46:15 (244)	incident.do GlideFieldPolicy: Setting "disabled" to "false" on "knowledge" field					
00:46:15 (246)	incident.do GlideFieldPolicy: Setting "disabled" to "false" on "work_notes" field					
00:46:15 (247)	incident.do GlideFieldPolicy: Running "When state is On Hold the On hold reason field is visible and mandatory" UI Policy on "incident" table					
00:46:15 (247)	incident.do GlideFieldPolicy: >>> evaluating conditions:					
00:46:15 (247)	incident.do GlideFieldPolicy: > state's value of "1" with the condition(= 3) evaluates to FALSE					
00:46:15 (248)	incident.do GlideFieldPolicy: <<< condition exited with: FALSE					
00:46:15 (248)	incident.do GlideFieldPolicy: Setting "mandatory" to "false" on "hold_reason" field					
00:46:15 (249)	incident.do GlideFieldPolicy: Setting "visible" to "false" on "hold_reason" field					
00:46:15 (249)	incident.do GlideFieldPolicy: Setting "mandatory" to "false" on "hold_reason" field					
00:46:15 (249)	incident.do GlideFieldPolicy: Running "Make close info mandatory when opened or closed" UI Policy on "incident" table					

07:51:41.524: Global TIME = 0:00:00.000 PATH = ui_action/a315c1539f0120007aaa207c7f4bccff/execute CONTEXT = INC0020003 RC = false Rule = ui_action/a315c1539f0120007aaa207c7f4bccff/execute

07:51:41.524: Global TIME = 0:00:00.000 PATH = ui_action/0efdf94d9f2120007aaa207c7f4bcc79/execute CONTEXT = INC0020003 RC = false Rule = ui_action/0efdf94d9f2120007aaa207c7f4bcc79/execute

07:51:41.525: Global TIME = 0:00:00.000 PATH = ui_action/622945139f0120007aaa207c7f4bcc54/execute CONTEXT = INC0020003 RC = false Rule = ui_action/622945139f0120007aaa207c7f4bcc54/execute

07:51:41.548: TIME = 0:00:00.000 PATH = record/incident/write CONTEXT = INC0020003 RC = true RULE = Evaluated from cache

- record/incident/write Global
- record/incident/write Global

07:51:41.552: TIME = 0:00:00.000 PATH = record/incident.comments/read CONTEXT = INC0020003 RC = true RULE = Evaluated from cache

- record/incident/read Global
- record/incident/read Global
- record/incident/read Global

07:51:41.552: TIME = 0:00:00.000 PATH = record/incident.comments/read CONTEXT = INC0020003 RC = true RULE = Evaluated from cache

- record/incident/read Global
- record/incident/read Global
- record/incident/read Global

07:51:41.554: TIME = 0:00:00.001 PATH = record/incident/create CONTEXT = INC0020003 RC = true RULE =

- record/incident/create Global

Condition

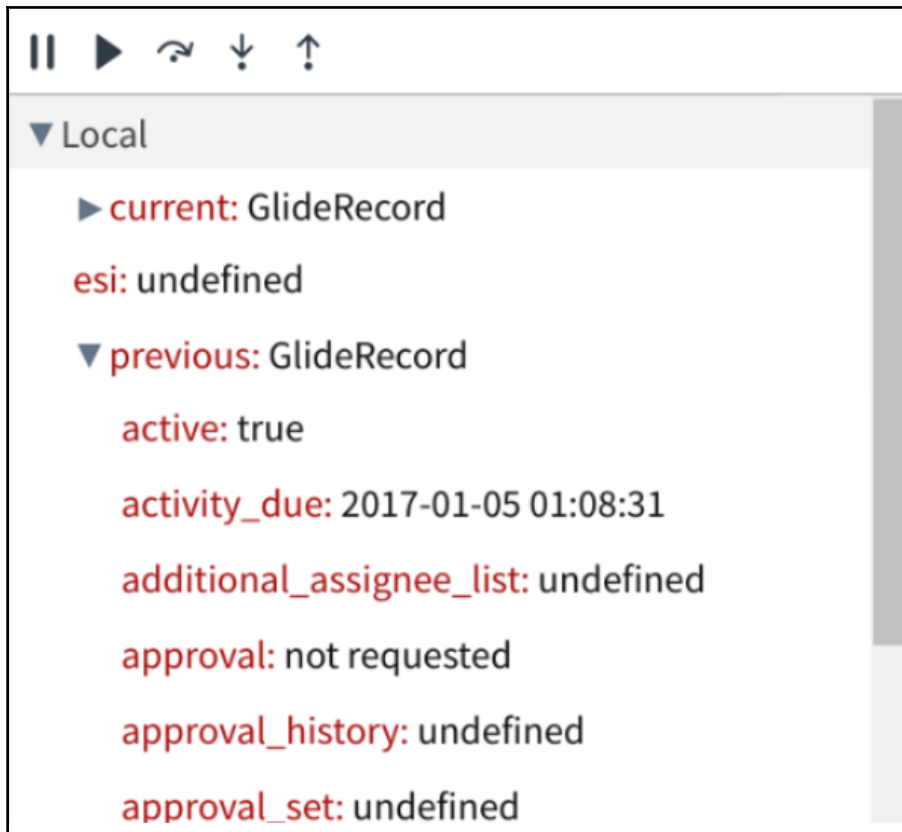
Script

```
1  /**
2   * Logs a message, ONLY in sub-prod instances (instances with dev, test, stage, or qa in their name).
3   * DEPENDS ON stringContains() SCRIPT INCLUDE
4   * @param logMsg {string} The message to be logged in sub-prod instances.
```

The toolbar contains various icons, and a red arrow points to the debugger icon (a green bug with a magnifying glass).

Script Debugger is OFF. Press F2 to turn it ON

Below the text are five icons: a power button, a play button, a refresh button, a download button, and an upload button.



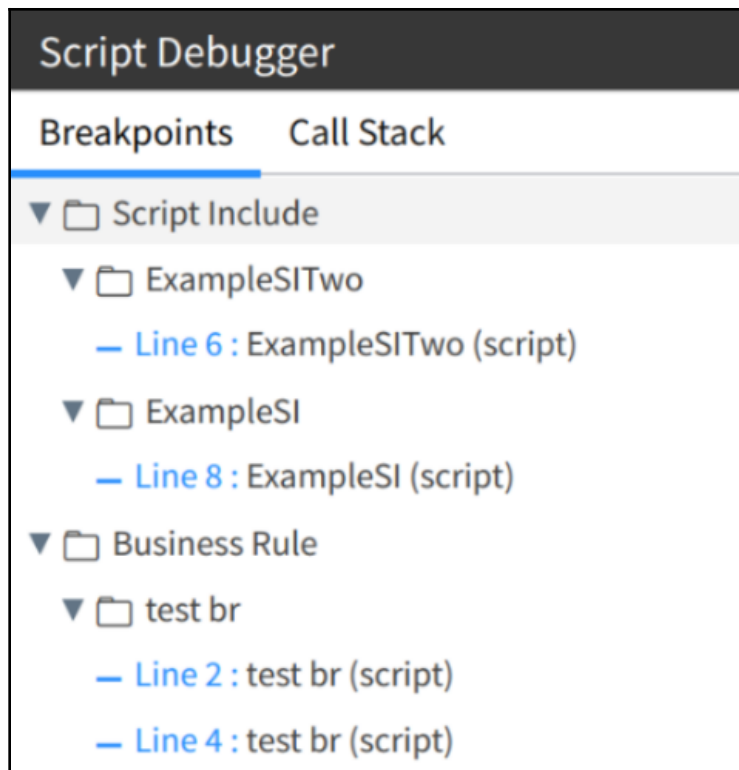
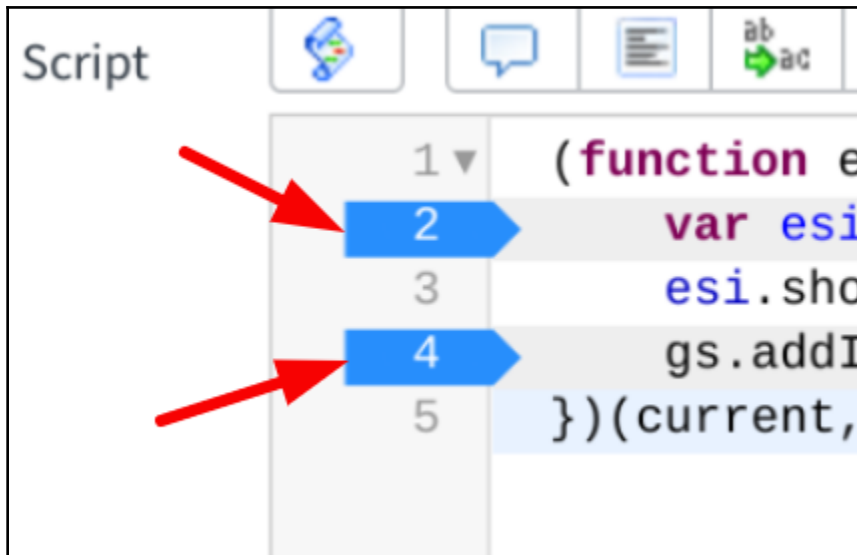
```
▼ Global
  answer: global.IncidentReasonSNC
  ► browser: Object
  cp: undefined
  ► current: GlideRecord
  gFormSecurityReadOnlyFields: undefined
  g_max_table_length: 80
  ► g_scratchpad: GlideFormScratchpad
  g_tz_offset: -28800000
  g_warn_time: 100.0
  glide.security.is.admin: true
  ► gr: GlideRecord
  ► gs: GlideSystem
  isBrowserSupported: allow
  isCmsPage: false
  names: undefined
  qc: undefined
```

The screenshot shows the 'Script Debugger' interface with the 'Call Stack' tab selected. The call stack contains the following entries from top to bottom:

- (Anonymous Function)**
Line 6, Script Include, rhino.global
- (Anonymous Function)**
Line 8, Script Include, rhino.global
- executeRule**
Line 3, Business Rule, rhino.global
- (Anonymous Function)**
Line 1, Business Rule, rhino.global

The top entry is highlighted with a blue bar, indicating the current execution point.

▼ Transaction Detail	
▼ Request Parameters	
sysparm_record_rows:	31
sys_id:	d71f7935c0a8016700802b64c67c11c6
sysparm_record_target:	incident
sysparm_record_list:	active=true^ORDERBYDESCnumber
sysparm_nostack:	true
sysparm_record_row:	4
instance:	dev12567
address:	10.249.132.116
session:	8DA92D0D4FC53600993533718110C7DF
forward:	71.63.214.220
query count:	20
thread:	Default-thread-125
transactionId:	01d537e94f497600993533718110c7d0
token:	8DA92D0D4FC53600993533718110C7DF
name:	#45240 /incident.do
startTime:	2017-02-20 00:50:24
page:	incident
user:	admin



Business Rule > test br		▶ ⌂ ↓ ↑
1	(function executeRule(current, previous /*null when async*/) {	▼ Local
2	var esi = new ExampleSI('This is the test message.');	▶ current: GlideRecord
3	esi.showMsg();	esi: undefined
4	gs.addInfoMessage('Done!');	▶ previous: GlideRecord
5	})(current, previous);	▼ Closures
		▶ executeRule: Scope
		▼ Global

Script Include > ExampleSITwo		▶ ⌂ ↓ ↑
1	var ExampleSITwo = Class.create();	▼ Local
2	ExampleSITwo.prototype = {	msg: This is the test message.
3	initialize: function() {	this: Object
4	},	▼ Closures
5	showProvidedMessage: function(msg) {	▶ function: Scope
6	gs.addInfoMessage(msg);	▼ Global
7	return true;	answer: global.ExampleSITwo
8	},	
9	type: 'ExampleSITwo'	
10	};	

- 🔗 01:45:30.921: Execute before query business rules on incident:
- 🔗 01:45:30.921: Global ==> 'incident query' on incident:
- 🔗 01:45:30.922: Global <== 'incident query' on incident:
- 🔗 01:45:30.922: Finished executing before query business rules on incident:
- 🔗 01:45:30.925: Execute before_display before business rules on incident:INC0000055
- 🔗 01:45:30.925: Global ==> 'Build scratchpad for task' on incident:INC0000055
- 🔗 01:45:30.925: Global <== 'Build scratchpad for task' on incident:INC0000055
- 🔗 01:45:30.925: Global ==> 'Calc SLAs on Display' on incident:INC0000055
- 🔗 01:45:30.926: Global <== 'Calc SLAs on Display' on incident:INC0000055
- 🔗 01:45:30.926: Global ==> 'Load incident models into scratchpad' on incident:INC0000055
- 🔗 01:45:30.928: Global <== 'Load incident models into scratchpad' on incident:INC0000055
- 🔗 01:45:30.928: Global ⚙️ ==> 'test br' on incident:INC0000055
- 🔗 01:45:30.928: Global ⚙️ <== 'test br' on incident:INC0000055

- 🔗 09:43:21.42: Execute before query business rules on sys_user:
- 🔗 09:43:21.42: Global === Skipping 'user query' on sys_user;; condition not satisfied: Condition: gs.getSession().isInteractive() && !gs.hasRole("admin")
- 🔗 09:43:21.42: Finished executing before query business rules on sys_user:

☰ Application Files **New** Search for text ▼ Couldn't find the record|

Chapter 15: Pro Tips

Dictionary Info: incident.assignment_group ✕

Table task

Field assignment_group

Type reference

Reference sys_user_group

Reference Qual type=null^ORtype=1cb8ab9bff500200158bfffffff62^EQ

Max Length 32

Attributes all_tables.text_index_translations=true,
tree_picker=true,iterativeDelete=true

Incidents **New** Go to Number Search

All > Priority in (1 - Critical, 2 - High) > State != On Hold > Active = true **Assigned to = System Administrator**

Run Save... AND OR Add Sort

All of these conditions must be met

- Priority is one of 1 - Critical, 2 - High, 3 - Moderate, 4 - Low
- State is not On Hold
- Active is true
- Assigned to is javascript:gs.getUserID()

Run