UI Policies and Business Rule

Problem 1: Cloud Dimensions stakeholders want fast reporting and quick response to priority 1 incidents

Problem 2: Cloud Dimensions users are not sure if incidents reports went through, upon submission

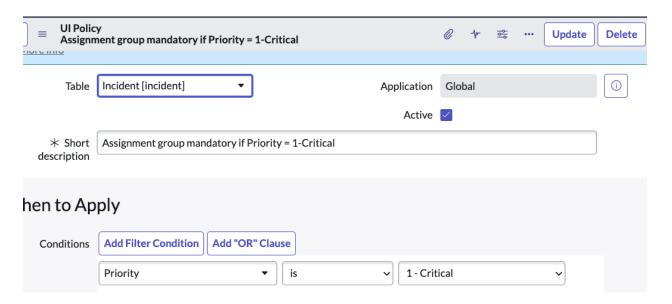
Solution 1: When a Priority 1 Incident creation is triggered, make a mandatory action to assign the Assignment Group field. *This will add the incident to a group (example Hardware group) making it easier to see who has the work.*

Solution 2: After an Incident is submitted, a popup will display on the screen informing users that the form was successfully submitted.

Steps for Problem 1:

1. Create a UI Policy Condition to detect Priority-1 Incidents which were reported by employees.

All > Incident > Create new. Populate the UI Policy. Save the Policy Record to (save to stay)



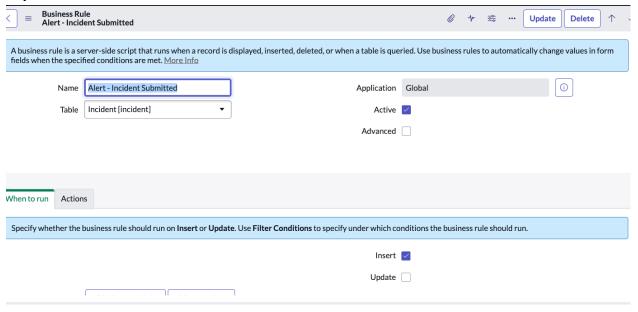
2. Create a UI Policy Action that reacts to the condition that was set in step 1.

Stay in the same screen from step 1 (or search for the policy that was created by typing the name in the search bar). Scroll down to the tab Policy Actions. New > Populate the fields with Assignment Group and change Mandatory to True. > Submit to save and close

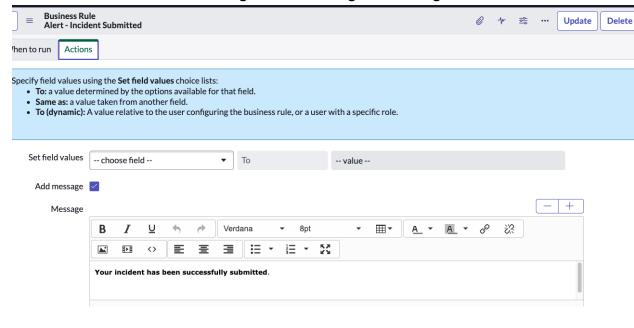
Steps for Problem 2:

- All > Incidents > open any incident form > configure > business rules
- 2. New

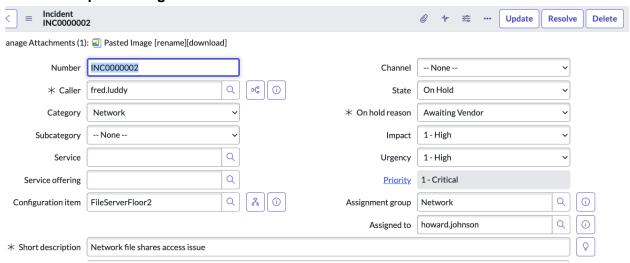
3. Populate the business rules



4. Click the Action tab > add message > after adding the message click submit



UI before implementing UI Policies and Business Rule



UI After implementing UI Policies and Business Rule

The Assignment group is mandatory indicated by an asterisk * and the is a blue popup alerting users the incident was submitted. Improving the customer's UI experience and allowing for streamlined reporting.

