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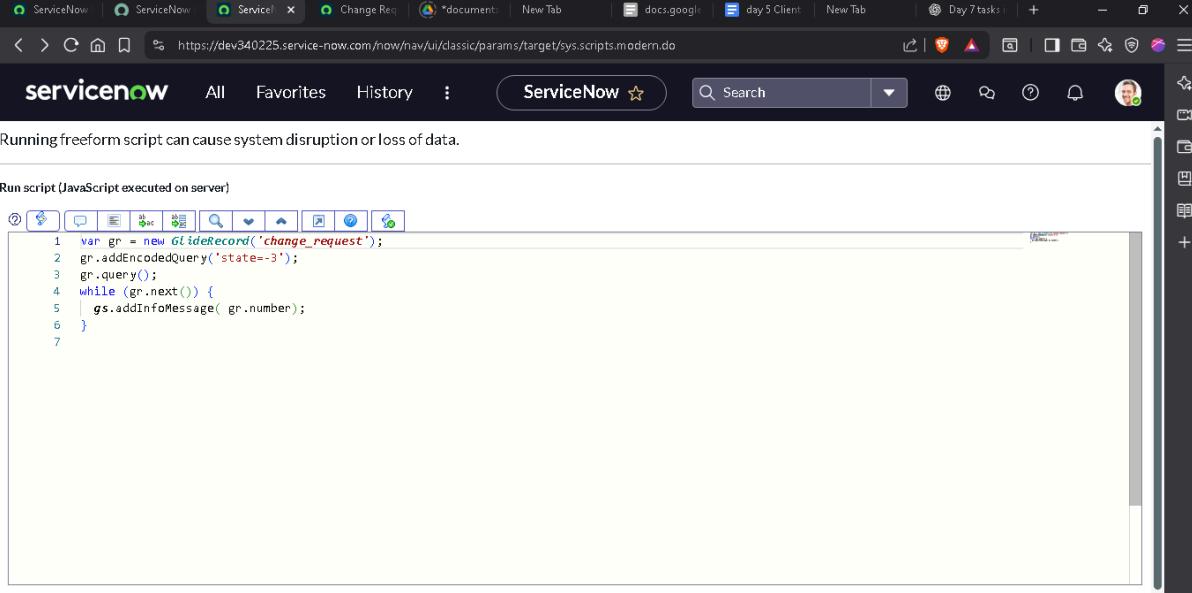
**Branch : ECE**

Problem Management Tasks:

Change Request Table

Get all records where state = 4 (Authorized).

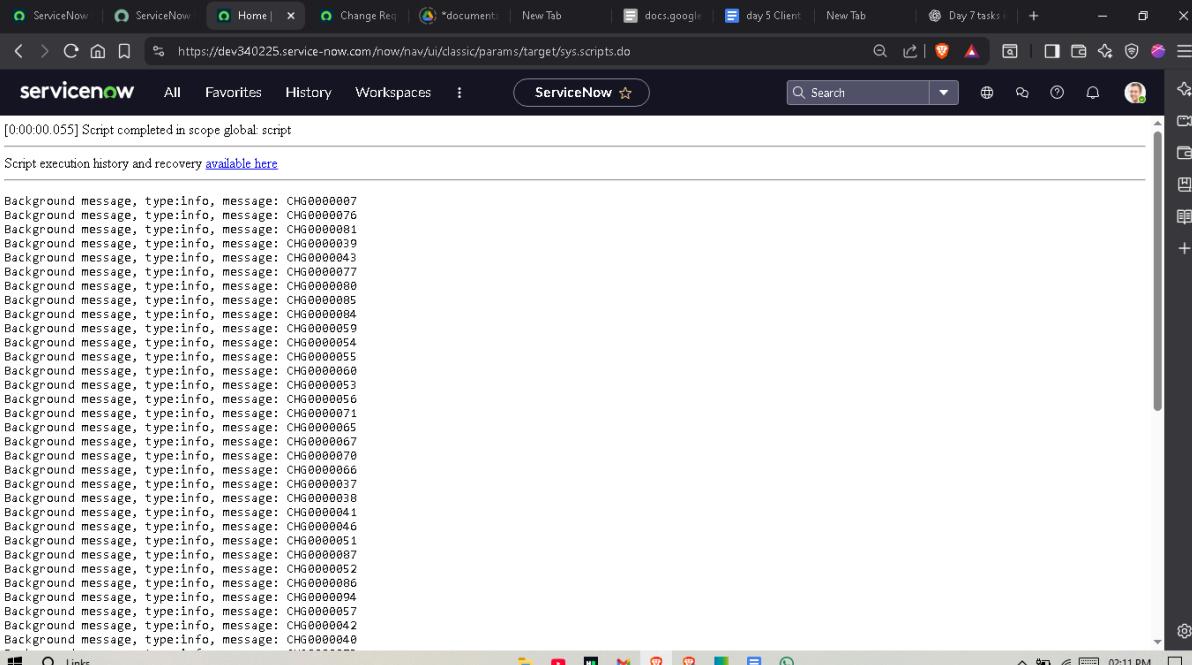
→ Use this to print all matching record numbers.



```
var gr = new GlideRecord('change_request');
gr.addEncodedQuery('state=3');
gr.query();
while (gr.next()) {
  gs.addInfoMessage(gr.number);
}

```

Run Script  In scope **global** Record for rollback?  Execute in sandbox?  Execute as scriptlet?  Cancel after 4 hours



[0:00:00.055] Script completed in scope global: script

Script execution history and recovery [available here](#)

```
Background message, type:info, message: CH00000007
Background message, type:info, message: CH00000076
Background message, type:info, message: CH00000081
Background message, type:info, message: CH00000039
Background message, type:info, message: CH00000043
Background message, type:info, message: CH00000077
Background message, type:info, message: CH00000080
Background message, type:info, message: CH00000085
Background message, type:info, message: CH00000086
Background message, type:info, message: CH00000059
Background message, type:info, message: CH00000054
Background message, type:info, message: CH00000055
Background message, type:info, message: CH00000060
Background message, type:info, message: CH00000053
Background message, type:info, message: CH00000056
Background message, type:info, message: CH00000071
Background message, type:info, message: CH00000065
Background message, type:info, message: CH00000067
Background message, type:info, message: CH00000070
Background message, type:info, message: CH00000066
Background message, type:info, message: CH00000037
Background message, type:info, message: CH00000038
Background message, type:info, message: CH00000041
Background message, type:info, message: CH00000046
Background message, type:info, message: CH00000051
Background message, type:info, message: CH00000087
Background message, type:info, message: CH00000052
Background message, type:info, message: CH00000086
Background message, type:info, message: CH00000057
Background message, type:info, message: CH00000042
Background message, type:info, message: CH00000040
```

Incident Table - Caller ID Name

Print the caller name for each incident.

→ Basically, retrieve the `caller_id.name`.

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

Run script (JavaScript executed on server)

```

1 var inc = new GlideRecord('incident');
2 inc.addEncodedQuery("caller_id!=");
3 inc.query();
4 while (inc.next()) {
5   gs.addInfoMessage("Incident: " + inc.number + " | caller: " + inc.caller_id.name);
6 }

```

Run Script     in scope: global     Record for rollback     Execute in sandbox     Execute as scriptlet     Cancel after 4 hours

+ Instance Scripts

[0:00:00.075] Script completed in scope global script

Script execution history and recovery [available here](#)

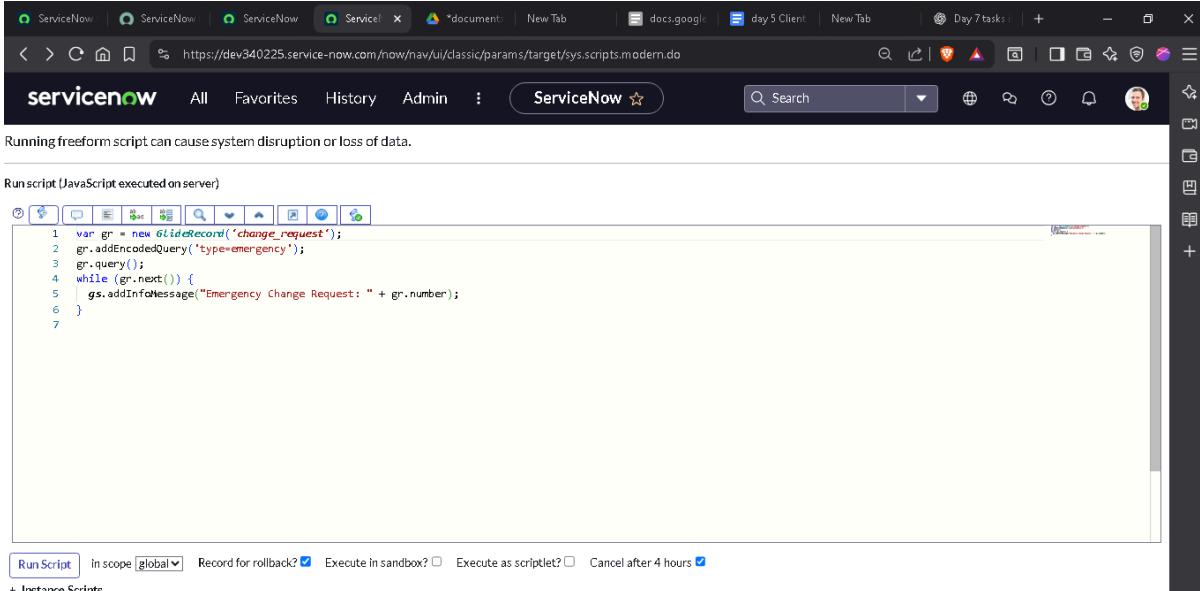
```

Background message, type:info, message: Incident: INC0000060 | Caller: Joe Employee
Background message, type:info, message: Incident: INC0000082 | Caller: David Miller
Background message, type:info, message: Incident: INC0000099 | Caller: Rick Bezile
Background message, type:info, message: Incident: INC0000010 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000011 | Caller: Don Goodlife
Background message, type:info, message: Incident: INC0000012 | Caller: Dan Goodlife
Background message, type:info, message: Incident: INC0000013 | Caller: Joe Employee
Background message, type:info, message: Incident: INC0000014 | Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC0000021 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000024 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000026 | Caller: Rick Bezile
Background message, type:info, message: Incident: INC0000028 | Caller: Rick Bezile
Background message, type:info, message: Incident: INC0000030 | Caller: Rick Bezile
Background message, type:info, message: Incident: INC0000032 | Caller: Joe Employee
Background message, type:info, message: Incident: INC0000033 | Caller: David Loo
Background message, type:info, message: Incident: INC0000034 | Caller: Rick Bezile
Background message, type:info, message: Incident: INC0000035 | Caller: Natasha Ingram
Background message, type:info, message: Incident: INC0000036 | Caller: Carol Coughlin
Background message, type:info, message: Incident: INC0000038 | Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC0000066 | Caller: Joe Employee
Background message, type:info, message: Incident: INC0000088 | Caller: Joe Employee
Background message, type:info, message: Incident: INC0000091 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000094 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC00000681 | Caller: Beth Anglin
Background message, type:info, message: Incident: INC00000983 | Caller: David Miller
Background message, type:info, message: Incident: INC00000984 | Caller: David Miller
Background message, type:info, message: Incident: INC00000985 | Caller: Alejandro Mascall
Background message, type:info, message: Incident: INC00000981 | Caller: survey user
Background message, type:info, message: Incident: INC00000015 | Caller: Fred Luddy
Background message, type:info, message: Incident: INC00000016 | Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC00000017 | Caller: Joe Employee
Background message, type:info, message: Incident: INC00000018 | Caller: Taylor Vreeland

```

### Change Table - Type is Emergency

Get all records where type = emergency and print them.



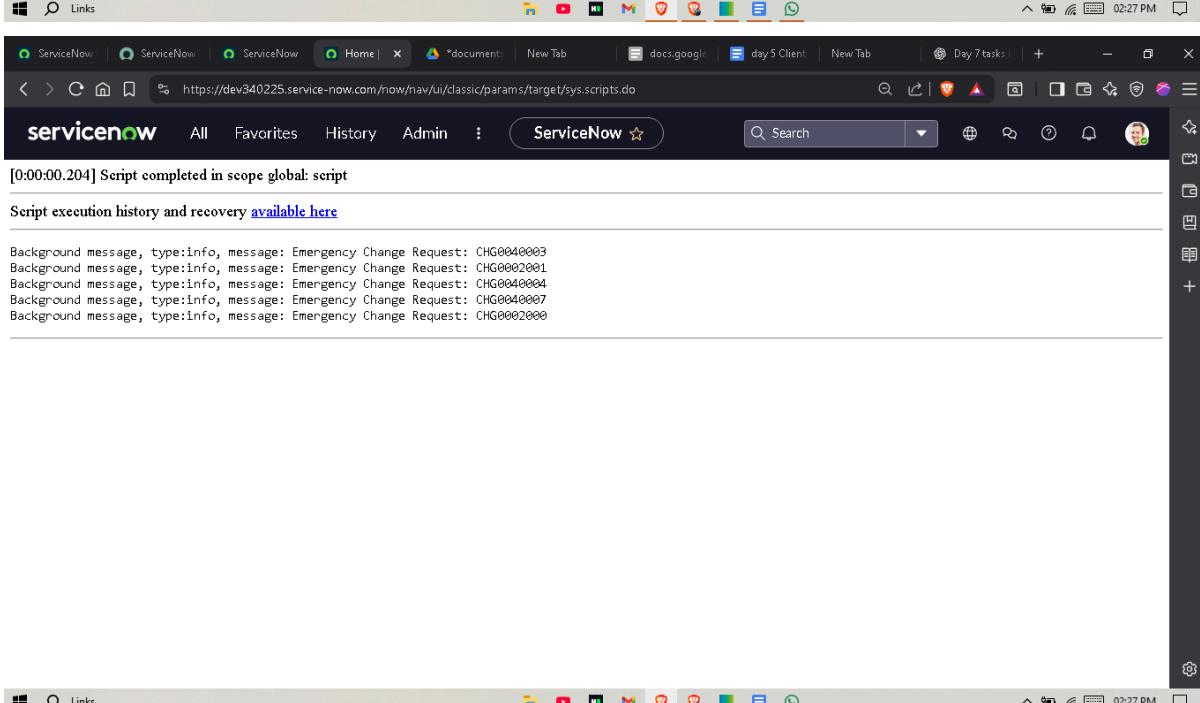
```

1 var gr = new GlideRecord("change_request");
2 gr.addEncodedQuery("type=emergency");
3 gr.query();
4 while (gr.next()) {
5 | gs.addInfoMessage("Emergency Change Request: " + gr.number);
6 }
7

```

Run Script   In scope [global]   Record for rollback?    Execute in sandbox?    Execute as scriptlet?    Cancel after 4 hours

+ Instance Scripts

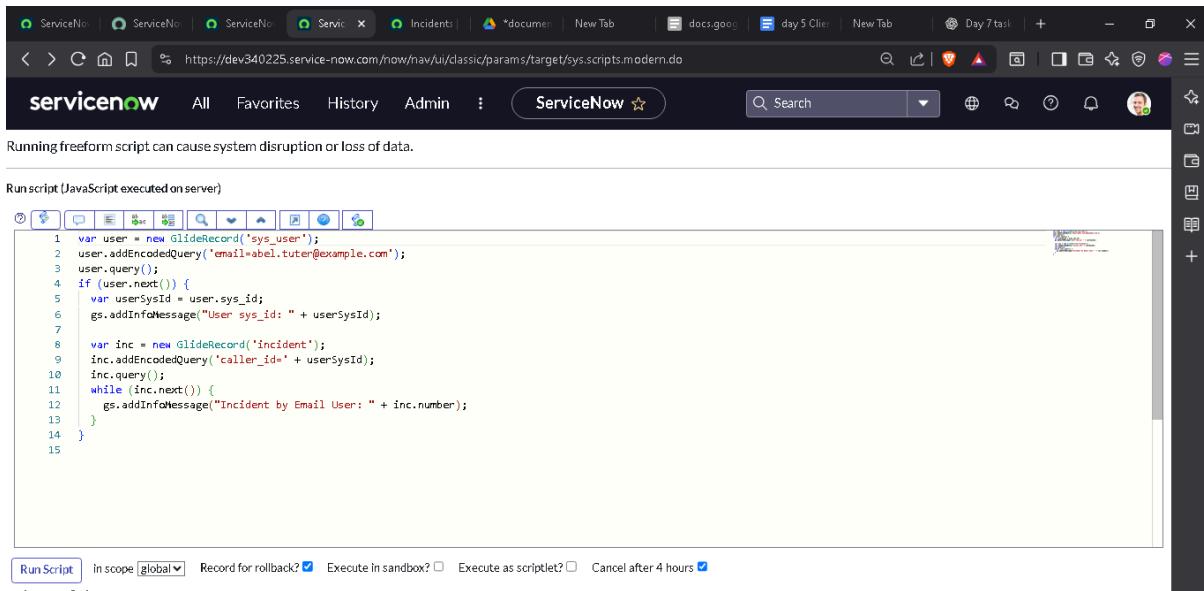


[0:00:00.204] Script completed in scope global: script

Script execution history and recovery [available here](#)

Background message, type:info, message: Emergency Change Request: CHG0040003  
Background message, type:info, message: Emergency Change Request: CHG0040001  
Background message, type:info, message: Emergency Change Request: CHG0040004  
Background message, type:info, message: Emergency Change Request: CHG0040007  
Background message, type:info, message: Emergency Change Request: CHG0040000

## 5. Get User sys\_id from Email & Print Their Incidents (already encoded query)

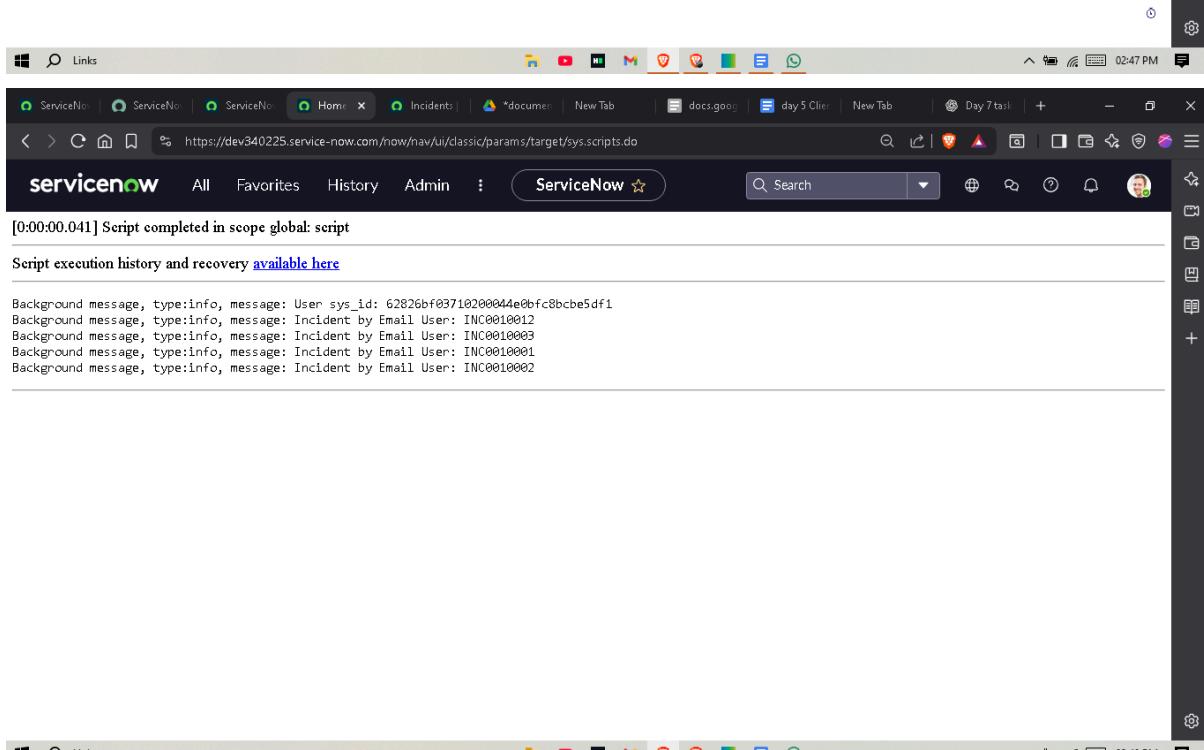


```
1 var user = new GlideRecord('sys_user');
2 user.addEncodedQuery('email=abel.tuter@example.com');
3 user.query();
4 if (user.next()) {
5   var userSysId = user.sys_id;
6   gs.addInfoMessage("User sys_id: " + userSysId);
7
8   var inc = new GlideRecord('incident');
9   inc.addEncodedQuery('caller_id=' + userSysId);
10  inc.query();
11  while (inc.next()) {
12    gs.addInfoMessage("Incident by Email User: " + inc.number);
13  }
14 }
15
```

Run script (JavaScript executed on server)

Run Script In scope [global] Record for rollback?  Execute in sandbox?  Execute as scriptlet?  Cancel after 4 hours

+ Instance Scripts



[0:00:00.041] Script completed in scope global: script

Script execution history and recovery [available here](#)

```
Background message, type:info, message: User sys_id: 62826bf03710200044e0bfc8bcbe5df1
Background message, type:info, message: Incident by Email User: INC00100012
Background message, type:info, message: Incident by Email User: INC00100003
Background message, type:info, message: Incident by Email User: INC00100001
Background message, type:info, message: Incident by Email User: INC00100002
```

Incident Table - Caller is Abraham Linkan  
Get all records assigned where caller = Abraham Linkan.

```
1 var user = new GlideRecord('Incident');
2 user.addEncodedQuery('caller_id=a8f98bb0eb32010045e1a5115206fe3a');
3 user.query();
4 while (user.next()) {
5   gs.addInfoMessage("Incident for Abraham Linkan: " + user.number);
6 }
7
```

Run Script   In scope [global]   Record for rollback?   Execute in sandbox?   Execute as scriptlet?   Cancel after 4 hours

[0:00:00.076] Script completed in scope global: script  
Script execution history and recovery [available here](#)

Background message, type:info, message: Incident for Abraham Linkan: INC0010005  
Background message, type:info, message: Incident for Abraham Linkan: INC0010009  
Background message, type:info, message: Incident for Abraham Linkan: INC0010007  
Background message, type:info, message: Incident for Abraham Linkan: INC0010004  
Background message, type:info, message: Incident for Abraham Linkan: INC0010010  
Background message, type:info, message: Incident for Abraham Linkan: INC0010006  
Background message, type:info, message: Incident for Abraham Linkan: INC0010011  
Background message, type:info, message: Incident for Abraham Linkan: INC0010008