**Analysis notes:**

|  |  |
| --- | --- |
| **Script Overview** | |
| Script Name | Rapid Email Notification Webbee - UE |
| Script ID | customscript\_ren\_webbee\_ue |
| Script File | Send\_Mail\_TO\_Primary\_BSR\_REN\_UE.js |
| Script Link | [Rapid Email Notification Webbee - UE](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=167&id=167&whence=) |
| Type | User Event |
| Version | 1.0 |
| Deployed On | Appointment/Inquiry (supportcase) |
| Triggered On | Before Submit & After Submit |
| Environment | Sandbox |
| Status | Released |

**Logic Overview:**

**Function Name:** BeforeSubmit

**Before Submit Function:** If Appointment/Inquiry record is opened in either create or edit mode, retrieve the value **CREATE ANOTHER APPT FOR THIS AGENT** (irrespective of true/false) and set it on the **REN SESSION**.

If there is any error, the email will be sent from [Jain, Abhishek](https://1309901-sb1.app.netsuite.com/app/common/entity/employee.nl?id=4276) to [qschreiber@hmsmarketingservices.com](mailto:qschreiber@hmsmarketingservices.com)and email subject is **'HMS Marketing , REN UE'**

**Fields Used/Impacted:**

**CREATE ANOTHER APPT FOR THIS AGENT** (custevent\_create\_copy):

**Type:** Check-box

It is under **Property Information** section.

Please see the field screenshot and link below.

**Field Screenshot:**



**Field Link:** [**CREATE ANOTHER APPT FOR THIS AGENT**](https://1309901-sb1.app.netsuite.com/app/common/custom/eventcustfield.nl?id=586&e=T)

**REN SESSION** (custevent\_ren\_session):

**Type:** Check-box

It is under REN Information subtab.

Please see the field screenshot and link below.

**Field Screenshot:**



**Field Link:** [**REN SESSION**](https://1309901-sb1.app.netsuite.com/app/common/custom/eventcustfield.nl?id=1042&e=T)

**Function Name:** SendRENToBSR

**After Submit Function:** If record is saved in edit (or) in-line editing mode,

1. If old **CALL STATUS** is not equal to current **CALL STATUS** and **LINKED CASES** is not equal to blank and **Primary BSR** is not equal to blank

* Then the logic will create a list of results on the **Appointment/Inquiry (supportcase)** Record with filters such as
* Primary BSR is equal to current record **Primary BSR**
* Linked Cases is equal to current record **LINKED CASES**
* If any results are found from above, the logic updates all the **Appointment/Inquiry (supportcase)** records on the **LINKED CASES** with the newly changed **CALL STATUS** (or) current **CALL STATUS** from step 1, Else it will update the current record with current **CALL STATUS.**

1. If type is either create or edit and **REN SESSION** is false.

* A scheduled script is called [Rapid Email Notification Webbee - SCH](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=200) with current record internal id as parameter.
* If scheduled script status is in progress and type is create.
* An email will be sent to the recipients ('jmcdonald@hmsmarketingservices.com','francisco.alvarado@midware.net',) stating that The **Appointment tried to schedule the emails when the process was already running. Please verify that it was done and the emails were sent correctly.**
* The sender will be [HMS Call Center](https://1309901-sb1.app.netsuite.com/app/common/entity/employee.nl?id=3847&whence=)

1. If there is any error, the email will be sent from [Jain, Abhishek](https://1309901-sb1.app.netsuite.com/app/common/entity/employee.nl?id=4276) to [qschreiber@hmsmarketingservices.com](mailto:qschreiber@hmsmarketingservices.com)and email subject is **'HMS Marketing , REN UE'**

**Fields Used/Impacted:**

**CALL STATUS** (status):

**Type:** List/Record

It is under **Showing Information** section

Please see the field screenshot and link below.

**Field Screenshot:**



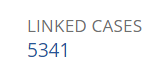
**LINKED CASES** (custevent\_linked\_cases):

**Type:** List/Record

It is under **Property Information** section.

Please see the field screenshot and link below.

**Field Screenshot:**



**Field Link:** [**Linked Cases**](https://1309901-sb1.app.netsuite.com/app/common/custom/eventcustfield.nl?id=577&e=T)

**Primary BSR** (custevent\_builder\_sales\_rep\_subd):

**Type:** List/Record

It is under **Builder/BSR Information** section.

Please see the field screenshot and link below.

**Field Screenshot:**

****

**Field Link:** [**Builder Sales Rep**](https://1309901-sb1.app.netsuite.com/app/common/custom/eventcustfield.nl?id=200&e=T)

|  |  |
| --- | --- |
| **Script Overview** | |
| Script Name | Send Appointment Email Notification |
| Script ID | customscript\_mw\_send\_apptmnt\_email\_s |
| Script File | SendEmailUserEventScript.js |
| Script Link | [Send Appointment Email Notification](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=475&whence=) |
| Type | User Event |
| Version | 2.0 |
| Deployed On | Appointment/Inquiry (supportcase) |
| Triggered On | Before Submit & After Submit |
| Environment | Sandbox |
| Status | Testing |

The 1.0 logic and 2.0 logic of the script are both same.

There are only slight differences. Please see below.

* The email notification where it is running the scheduled script won’t be notified in the aftersubmit function. ( I have mentioned this in the page number 2 and point number 2).
* There won’t be email notification to the user when any of the before (or) after submit function fails.

The scheduled script called in this scenario is 2.0 version of the 1.0 version script.

**Scheduled Script Record Link:** [Send Appointment Email Notification Sch](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=476)

|  |  |
| --- | --- |
| **Script Overview** | |
| Script Name | Send Email with similar Properties |
| Script ID | customscript\_mw\_send\_mail\_similar\_prty\_s |
| Script File | SendEmailAppointment.js |
| Script Link | [Send Email with similar Properties](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=471) |
| Type | User Event |
| Version | 2.0 |
| Deployed On | Appointment/Inquiry (supportcase) |
| Triggered On | After Submit |
| Environment | Sandbox |
| Status | Testing |

**Function Name:** After Submit

**After Submit Function:** If the userevent type is CREATE,

Get the **PROPERTY** value from the current Appointment/Inquiry Record,

The PROPERTY value is a custom record. ([Property Record List](https://1309901-sb1.app.netsuite.com/app/common/custom/custrecordentrylist.nl?rectype=18))

There is hardcoded logic. This internal id does not exist in sandbox.

If Property Internal Id is **10132** and **LISTING TYPE** of Property Record is **GHOST LISTING TYPE**

* Create a search on the PROPERTY CUSTOM RECORD.
* Internal ID is none of 10132
* Sub division is equal to SUB DIVISION of Property Record (Internal ID 10132)
* Current Listing Price is between minimum price (CURRENT LISTING PRICE – (CURRENT LISTING PRICE \* 0.20 ) and maximum price (CURRENT LISTING PRICE – (CURRENT LISTING PRICE \* 0.20)
* If there are any results,
* Form a results of property records with similar properties. This will be the email body
* Property Internal ID
* House Number (custrecord\_house\_number)
* Street (custrecord31)
* Sub division (custrecordcustrecordsubdname)
* If there are no similar properties, then the email body will be **There are no similar properties**
* Send email to [**fernanda.carmona@midware.net**](mailto:fernanda.carmona@midware.net)and subject is **Test Email to Builder.** Currently the author of the email id is -5 (There is no email exist with this internal id).

**Fields Used/Impacted:**

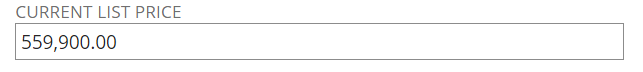
**HOUSE NUMBER** (custrecord\_house\_number)

**Field Screenshot:**



**CURRENT LISTING PRICE** (custrecord\_current\_list\_price):

**Field Screenshot:**



**STREET** (custrecord31):

**Field Screenshot:**



**LISTING TYPE** (custrecord\_listing\_type):

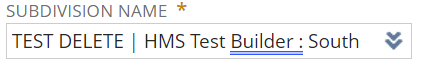
It is in Listing Details Subtab.

**Field Screenshot:**



**SUB DIVISION** (custrecordcustrecordsubdname):

**Field Screenshot:**



|  |  |
| --- | --- |
| **Script Overview** | |
| Script Name | Rapid Email Notification Webbee - SCH |
| Script ID | customscript\_ren\_webbee\_sch |
| Script File | Send\_Mail\_TO\_Primary\_BSR\_REN\_UE.js |
| Script Link | [Rapid Email Notification Webbee - SCH](https://1309901-sb1.app.netsuite.com/app/common/scripting/script.nl?id=200) |
| Type | Scheduled |
| Version | 1.0 |
| Deployed On |  |
| Triggered On | Execute |
| Environment | Sandbox |
| Status | Not Scheduled |

Set the REN SESSION to true.

Search through the support cases which are created today, **REN SESSION** to true, **Stage** is OPEN, **BSR NOTIFY SENT** is false.

Get list of **Primary BSR** from above search.

For the each **Primary BSR** search through the support case and get all **LINKED CASES**.

Form all the **LINKED CASES** and all the **SUPPORT CASE IDs** in individual array.

For each item in the above arrays the logic creates an internal email template and send email to the partners.