

Dynamic Email Update Based on Caller Field Change in Incident Table

User Story: Automatically Update Email When Caller Field Changes in the Incident Table

Objective: The objective is to ensure that the Email field on the Incident table dynamically updates to reflect the email address of the selected Caller. This automation will:

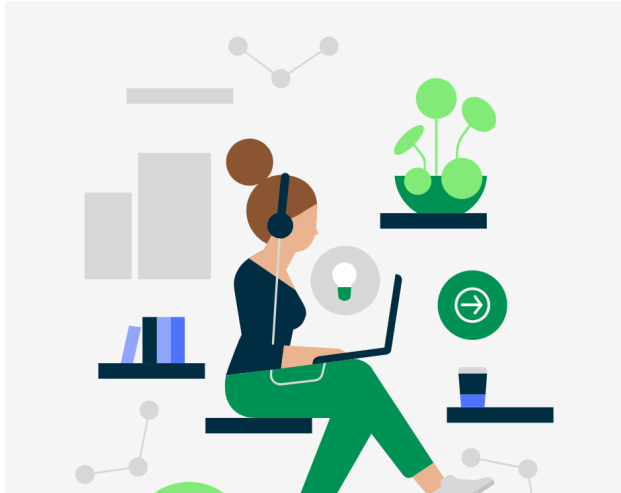
1. Improve Data Accuracy: Eliminate discrepancies between the caller's name and email address.
2. Enhance Efficiency: Reduce the manual effort required to update the email field.
3. Ensure Consistent Communication: Ensure all notifications and communications are sent to the correct email address.

Skills: Client Script, GlideAjax, Script include

Solution:

Step 1 : Sign into ServiceNow.

servicenow | Developer Program




Sign in with your ServiceNow ID

☐ Remember me

Next

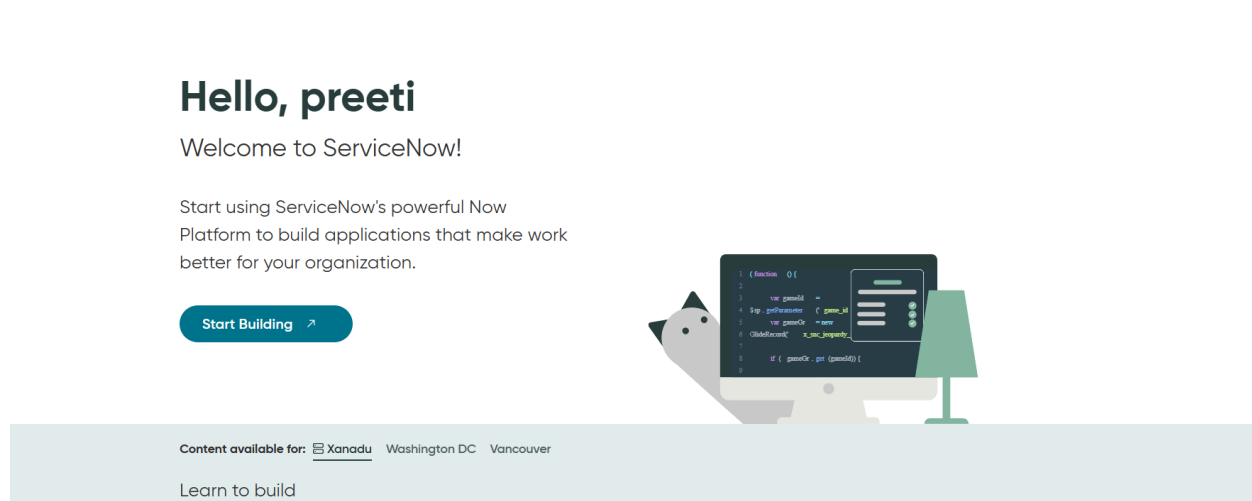
Need assistance?
[Get instant help or open support ticket!](#)

or 

Step 2 : Sign up for a developer account on the ServiceNow Developer site
[“https://developer.servicenow.com”](https://developer.servicenow.com).

Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.

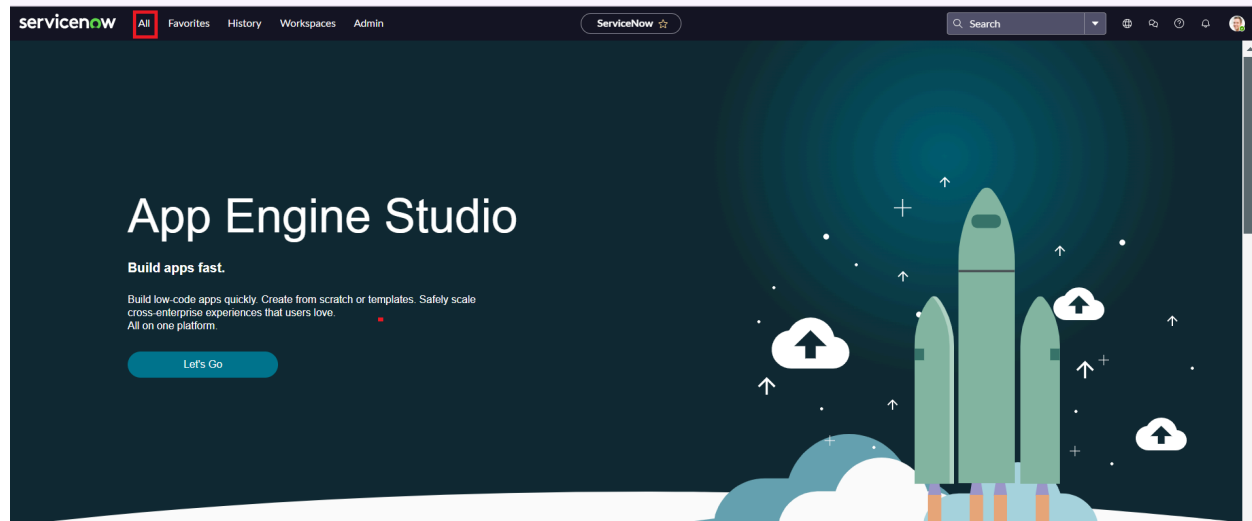
Click on "Request Instance" to create a new ServiceNow instance.



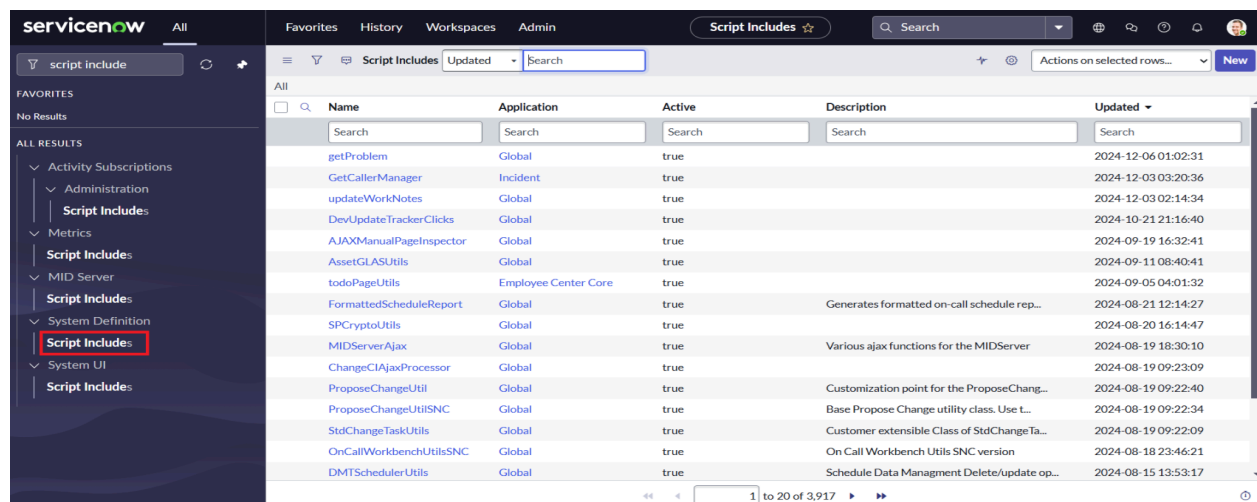
Step 4 : Fill out the required information and submit the request.

Step 5 : You'll receive an email with the instance details once it's ready.

Step 6 : Log in to your ServiceNow instance using the provided credentials.
 Now you will navigate to the ServiceNow.



Step 7 : Open “script include Under System Definition”



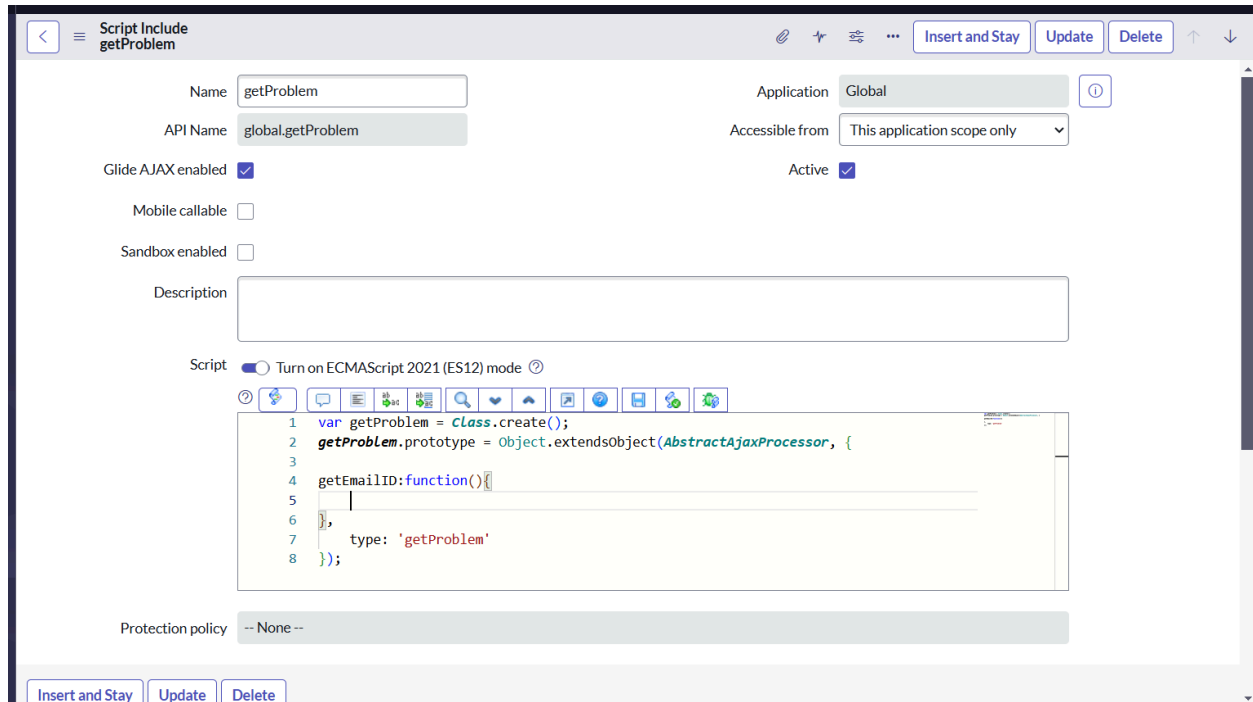
Name	Application	Active	Description	Updated
getProblem	Global	true		2024-12-06 01:02:31
GetCallerManager	Incident	true		2024-12-03 03:20:36
updateWorkNotes	Global	true		2024-12-03 02:14:34
DevUpdateTrackerClicks	Global	true		2024-10-21 21:16:40
AJAXManualPageInspector	Global	true		2024-09-19 16:32:41
AssetGLASUtils	Global	true		2024-09-11 08:40:41
todoPageUtils	Employee Center Core	true		2024-09-05 04:01:32
FormattedScheduleReport	Global	true	Generates formatted on-call schedule rep...	2024-08-21 12:14:27
SPCryptoUtils	Global	true		2024-08-20 16:14:47
MIDServerAjax	Global	true	Various ajax functions for the MIDServer	2024-08-19 18:30:10
ChangeCIAjaxProcessor	Global	true		2024-08-19 09:23:09
ProposeChangeUtil	Global	true	Customization point for the ProposeChang...	2024-08-19 09:22:40
ProposeChangeUtilSNC	Global	true	Base Propose Change utility class. Use t...	2024-08-19 09:22:34
StdChangeTaskUtils	Global	true	Customer extensible Class of StdChangeTa...	2024-08-19 09:22:09
OnCallWorkbenchUtilsSNC	Global	true	On Call Workbench Utils SNC version	2024-08-18 23:46:21
DMTSchedulerUtils	Global	true	Schedule Data Management Delete/update op...	2024-08-15 13:53:17

Step 8 : Click on New and Fill the details

Name: getProblem

GlideAJAX enabled: Enable

Active: Enable



The screenshot shows the 'Script Include' configuration page for a script named 'getProblem'. The page has a top bar with a back arrow, a menu icon, the title 'Script Include getProblem', and action buttons 'Insert and Stay', 'Update', and 'Delete'. Below the top bar, the configuration is organized into sections. The 'Name' field is 'getProblem' and the 'API Name' is 'global.getProblem'. The 'Application' is set to 'Global' and 'Accessible from' is 'This application scope only'. The 'Glide AJAX enabled' checkbox is checked, and the 'Active' checkbox is also checked. There are unchecked checkboxes for 'Mobile callable' and 'Sandbox enabled'. A 'Description' text area is empty. The 'Script' section has a toggle for 'Turn on ECMAScript 2021 (ES12) mode' which is currently off. Below the toggle is a code editor with the following JavaScript code:

```
1 var getProblem = class.create();
2 getProblem.prototype = Object.extendObject(AbtractAjaxProcessor, {
3
4   getEmailID:function(){
5     |
6   },
7   type: 'getProblem'
8 });
```

The 'Protection policy' is set to '-- None --'. At the bottom of the page, there are three buttons: 'Insert and Stay', 'Update', and 'Delete'.

Step 9 : Declare the function and save the form

Code:

getEmailID:function(){}

type: 'getProblem'

});

Step 10 : Open Client Script under System Definition in a new tab

1. Click on New and fill the details

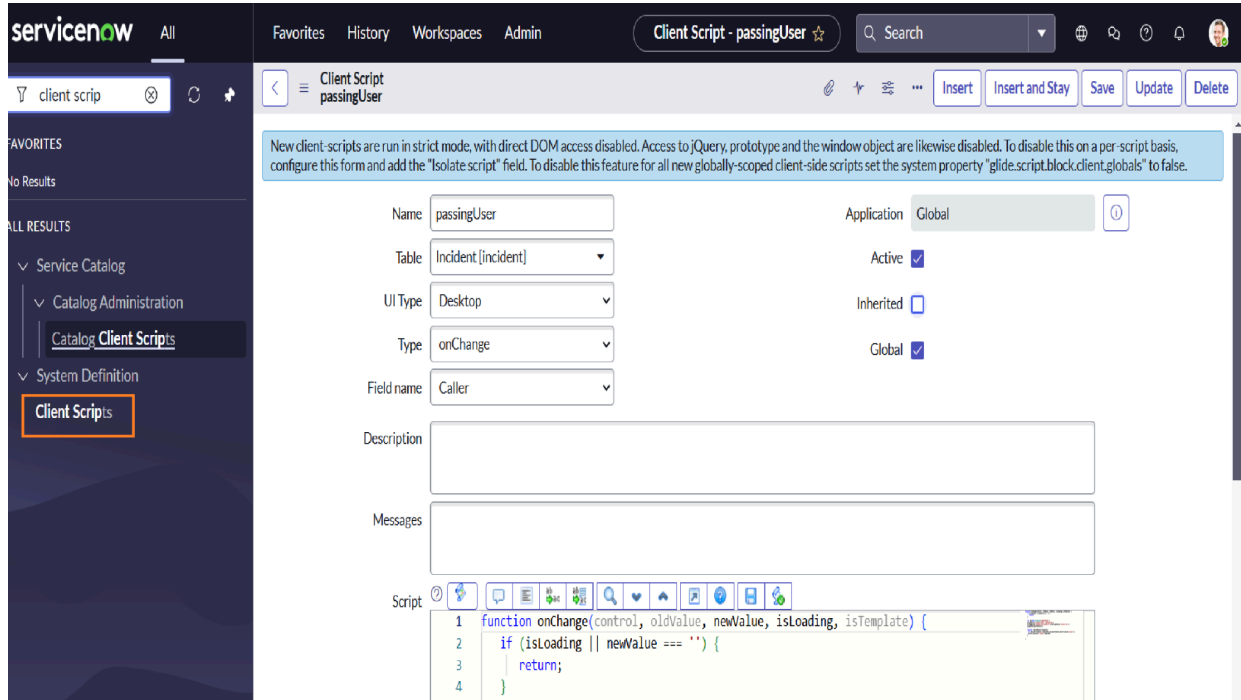
Name: passing user

Table: incident

Type: OnChange

FieldName: Caller

Active: Enable



The screenshot shows the ServiceNow interface for configuring a Client Script. The left sidebar shows the navigation menu with 'Client Scripts' highlighted under 'System Definition'. The main area displays the configuration for a Client Script named 'passingUser'.

Configuration Details:

- Name:** passingUser
- Table:** Incident [incident]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Caller
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

Script:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
}
```

Step 11: In the script write a code

Code:

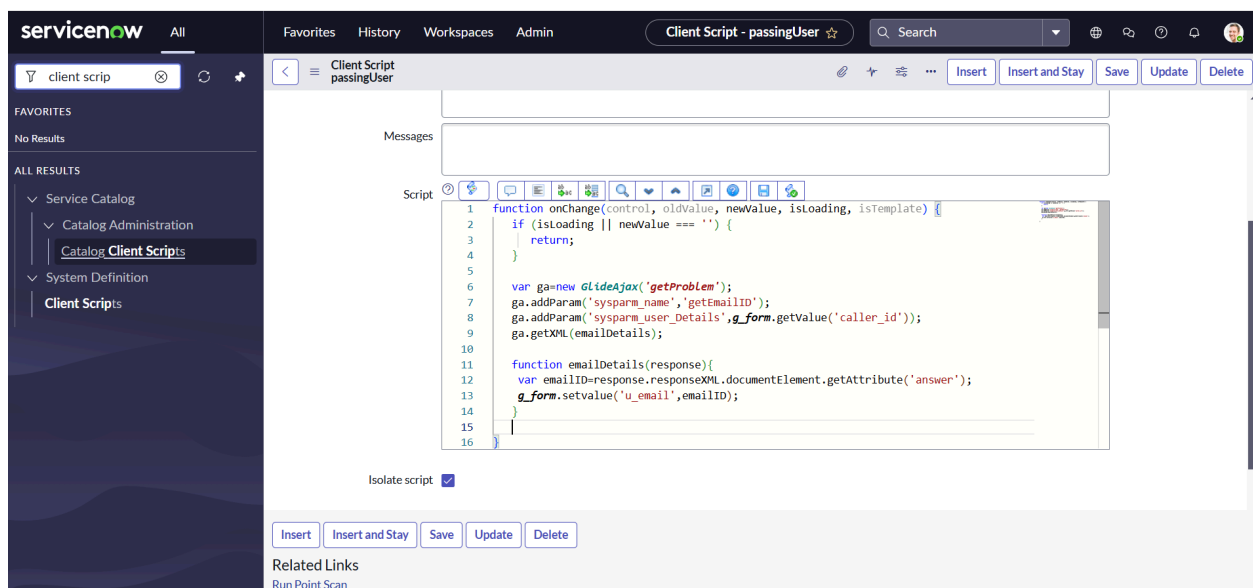
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
}
```

```
var ga=new GlideAjax('getProblem');
ga.addParam('sysparm_name','getEmailID');
ga.addParam('sysparm_user_Details',g_form.getValue('caller_id'));
```

```
ga.getXML(emailDetails);
```

```
function emailDetails(response){
    var emailID=response.responseXML.documentElement.getAttribute('answer');
    g_form.setValue('u_email',emailID);
}
```

```
}
```



Step 12: save the client script form.

Step 13: Go to script include tab and write the remaining code in the script

1.Call the variable name using getParameter() method

Code:

```
var getProblem = Class.create();
getProblem.prototype = Object.extend(AbstractAjaxProcessor, {
```

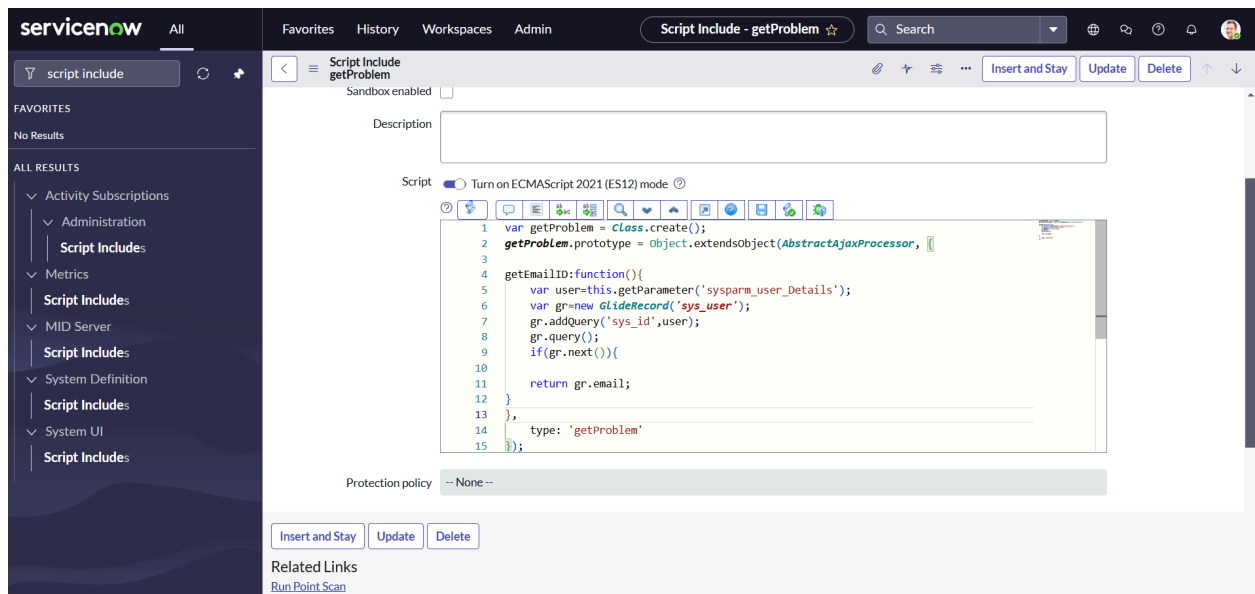
```
getEmailID:function(){
```

```
    var user=this.getParameter('sysparm_user_Details');
```

```
var gr=new GlideRecord('sys_user');
gr.addQuery('sys_id',user);
gr.query();
if(gr.next()){

return gr.email;
}
},
type: 'getProblem'
});
```

2. Save and submit the script include form.



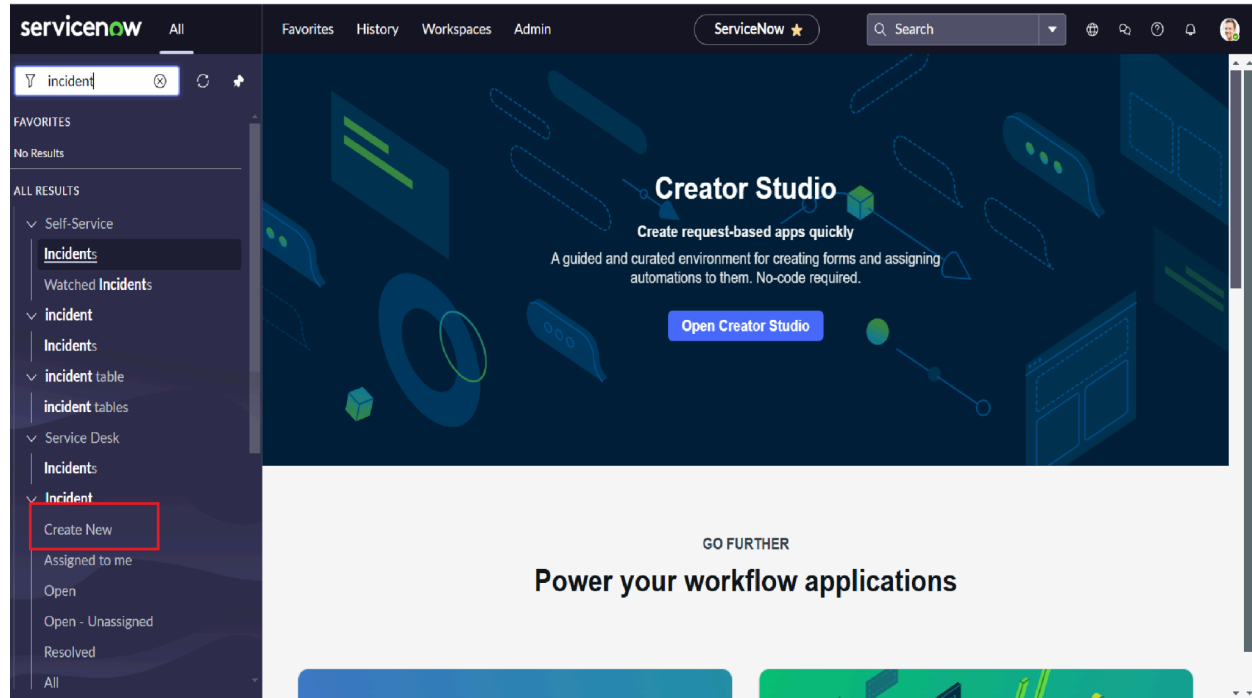
The screenshot shows the ServiceNow interface for editing a Script Include named 'getProblem'. The left sidebar contains navigation links for 'script include' and various categories like 'Activity Subscriptions', 'Administration', 'Metrics', 'MID Server', 'System Definition', and 'System UI'. The main area has a 'Description' field and a 'Script' editor. The script is written in JavaScript and includes the following code:

```
1 var getProblem = Class.create();
2 getProblem.prototype = Object.prototype.extendObject(AjaxProcessor, {
3
4   getEmailID:function(){
5     var user=this.getParameter('sysparm_user_Details');
6     var gr=new GlideRecord('sys_user');
7     gr.addQuery('sys_id',user);
8     gr.query();
9     if(gr.next()){
10
11       return gr.email;
12     }
13   },
14   type: 'getProblem'
15 });
```

Below the script editor, there is a 'Protection policy' dropdown set to 'None'. At the bottom, there are buttons for 'Insert and Stay', 'Update', and 'Delete'. A 'Related Links' section at the bottom left includes a link to 'Run Point Scan'.

Result :

Step 1: Open incident >> All.



Step 2: click on new

1. Select any caller in the caller field
2. Observe the email field when we select a caller then email field also automatically fill with associate caller

dev196626.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D-1%26sysparm_query%3Dactive%3Dtrue%26sysparm_stack%3Dincident_list.do%... ☆ | New Chrome available

servicenow All Incident ⓘ +

FAVORITES No Results

ALL RESULTS

- Self-Service
- Incidents
- Watched Incidents
- incident
- Incidents
- incident table
- incident tables
- Service Desk
- Incidents
- Incident
- Create New
- Assigned to me
- Open
- Open - Unassigned
- Resolved
- All

Incident - Create INC0010221 ☆ Search

New Section New record

Hardware ✓ Software ✓ Inquiry/Help Database Network

Number INC0010221

* Caller Bow Ruggeri ⓘ ⓘ ⓘ

Email bow.ruggeri@example.com ⓘ

Category Inquiry / Help

Subcategory -- None --

Service ⓘ

Service offering ⓘ

Configuration item ⓘ

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Location 13308 Midland Road, Poway, CA ⓘ ⓘ

Assignment group ⓘ

Assigned to ⓘ

Email ⓘ

Department ⓘ

Manager ⓘ

* Short description ⓘ ⓘ

Description