

Display Business Rules and Dot-Walking

Lab 5.3

15-20 minutes

Lab objectives

You will perform the following in this lab:

- Write a script using `g_scratchpad` global object, Display Business Rules, and dot-walking.

A. Create a Business Rule

1. Create a new Business Rule.

Name: **Lab 5.3 Display Business Rule**

Table: **Incident [incident]**

Active: **Selected (checked)**

Advanced: **Selected (checked)**

When: **display**

Order: **150**

2. Examine the pseudo-code for the script you will write:

- Add the current record's Resolved By reference object's First Name to the `g_scratchpad` object.
- Add the current record's Resolved By reference object's Last Name to the `g_scratchpad` object.
- If there is no value in `reopen_count`
 - Set the `g_scratchpad.reopenCount`'s value to zero.
- Else
 - Add the current record's Reopen Count to the `g_scratchpad` object.

3. Write the script:

```
1  (function executeRule(current, previous /*null when async*/ ) {  
2  
3      g_scratchpad.resolvedByFirstName = current.resolved_by.first_name;  
4      g_scratchpad.resolvedByLastName = current.resolved_by.last_name;  
5  
6      if (current.reopen_count.nil()) {  
7          g_scratchpad.reopenCount = "0";  
8      } else {  
9          g_scratchpad.reopenCount = current.reopen_count;  
10     }  
11  
12 })(current, previous);
```

4. Select **Submit**.

B. Create a Client Script

1. Create a new Client Script.

Name: **Lab 5.3 ResolvedBy Client Script**

Table: **Incident [incident]**

UI Type: **Desktop**

Type: **onChange**

Field name: **State**

Active: **Selected (checked)**

Inherited: **Not selected (not checked)**

Global: **Selected (checked)**

2. Examine the pseudo-code for the script you will write:

- When the State field changes
 - If the old State is Resolved, Closed or Canceled and the new State is not Resolved, Closed or Canceled
 - Display a confirmation box stating the Incident was previously resolved by <user who closed the record> and how many times the Incident has been reopened. Confirm the user really wants to reopen.
 - If the user cancels reopening the Incident
 - Set the State back to the old State value.

3. Write the script:

```
1 ▾ function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2 ▾     if (isLoading || newValue === '') {  
3         return;  
4     }  
5  
6 ▾     if (oldValue > 5 && newValue <= 5) {  
7         var answer = confirm("This incident was resolved by " +  
g_scratchpad.resolvedByFirstName + " " + g_scratchpad.resolvedByLastName + " and has been  
reopened " + g_scratchpad.reopenCount + " times.\n\nAre you sure you want to reopen it?");  
8  
9 ▾         if (answer == false) {  
10             g_form.setValue('state', oldValue);  
11         }  
12     }  
13 }
```

4. Select **Submit**.

C. Test Your Work

1. Open an Incident in a **Resolved** state. If no Resolved Incidents are available, resolve an Open Incident and proceed.
2. If the **Resolved by** field has no value, enter the user of your choice and **Save** the Incident.
3. Change the State to **In Progress**.
4. Did the confirmation dialog box appear? Did the g_scratchpad properties resolve correctly? If not, debug and re-test.
5. Select the **Cancel** button in the confirmation dialog box.
6. What happened to the State field? Is this the expected behavior? If not, debug and re-test.
7. Change the State to **In Progress**.
8. This time select the **OK** button in the confirmation dialog box.
9. **Save** the record to remain on the form.
10. Set the State to **Resolved**.
11. **Save** the record to remain on the form.

12. Set the State to **In Progress**.
13. Did the reopen count increase by 1 correctly? If not, debug and re-test.
14. Make the Lab 5.3 Display Business Rule **inactive**.
15. Make the Lab 5.3 ResolvedBy Client Script **inactive**.

Lab Completion

You have successfully completed the lab and practiced using the g_scratchpad global object, Display Business Rules, and dot-walking. You are ready for superstardom.