Auto-Generate Problem Records for Priority 1 Incidents

User Story:

As a ServiceNow user, I want a Problem record to be automatically created whenever a Priority 1 Incident is created, with the same short description as the Incident. This will ensure that critical issues are promptly tracked and managed at both the Incident and Problem levels.

Skills:

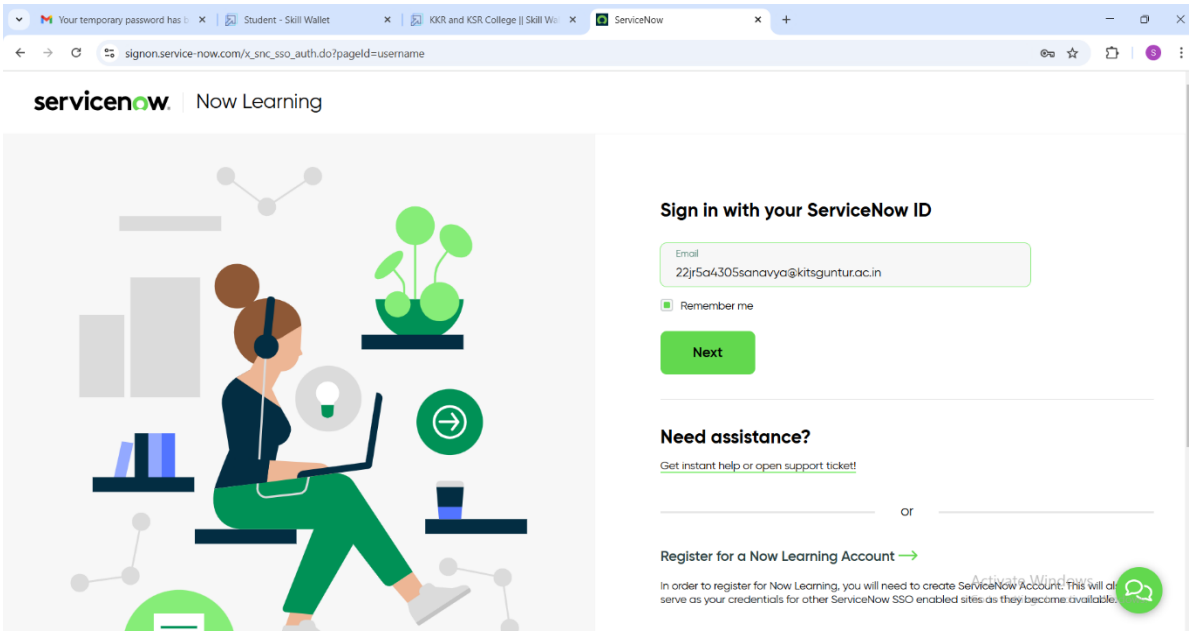
- Knowledge on Service Now.
- Knowledge on Business Rules.

Skills used to solve the problem statement :

- Business Rules.
- Service Now Administration.

Implementation:

Step *1:* Sign in to ServiceNow Log in to your ServiceNow account.



Step 2: **Sign up for a Developer Account**

- Visit the **ServiceNow Developer site.**
- Create an account if you don't already have.

Step 3: **Request a Personal Developer Instance**

- After logging in, navigate to the **Personal Developer Instance** section.
- Click **Request Instance** to create a new ServiceNow instance.

Step 4: **Submit the Request**

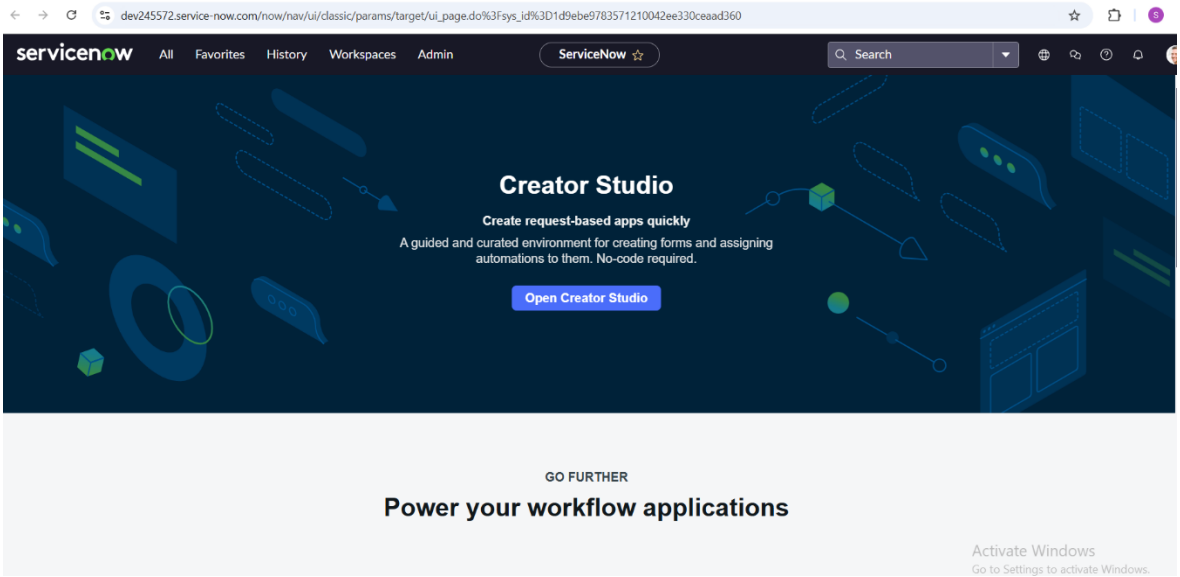
Fill out the required details and submit your request.

Step 5: **Receive Instance Details**

- Once your instance is ready, you'll receive an email with login credentials.

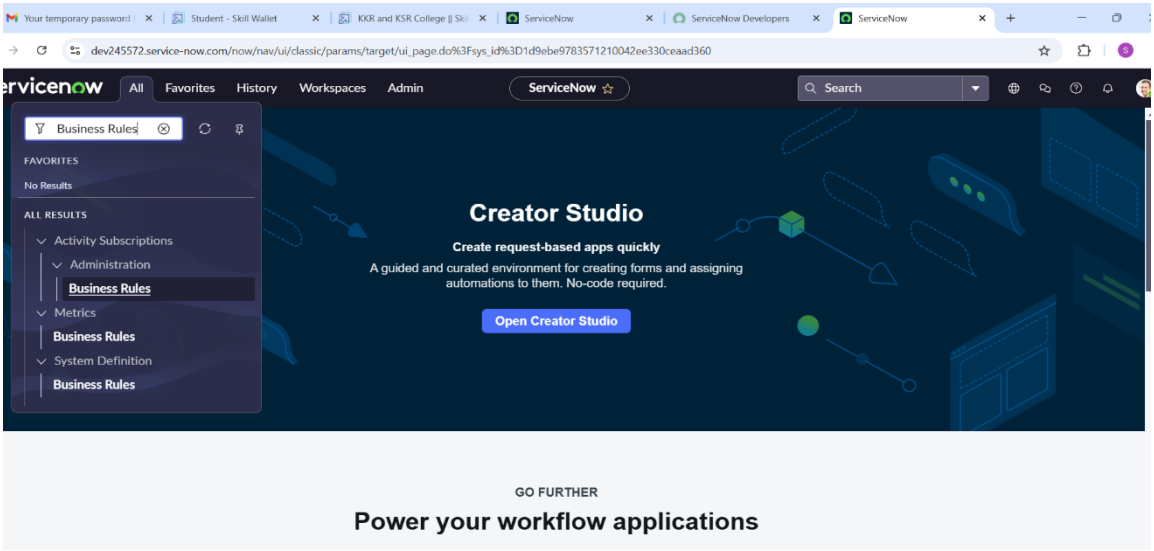
Step 6: **Access Your ServiceNow Instance**

- Use the provided credentials to log in to your instance.



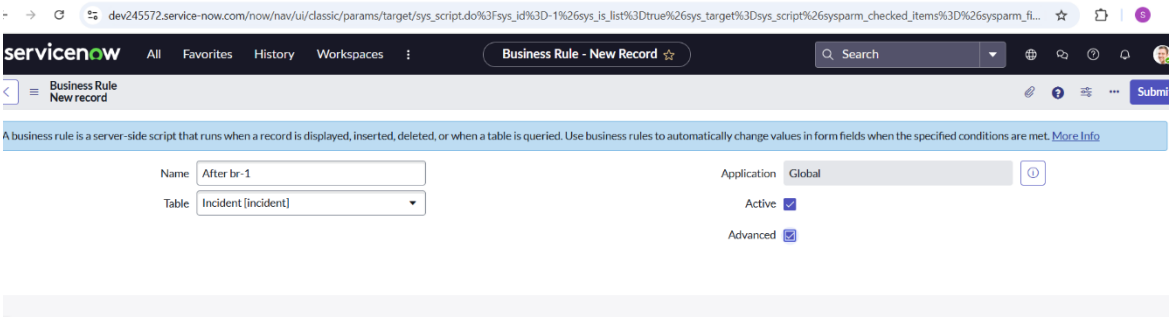
Step 7: **Go to All Navigator and search for Business Rules**

- Navigate to **Business Rules** and click **New**.



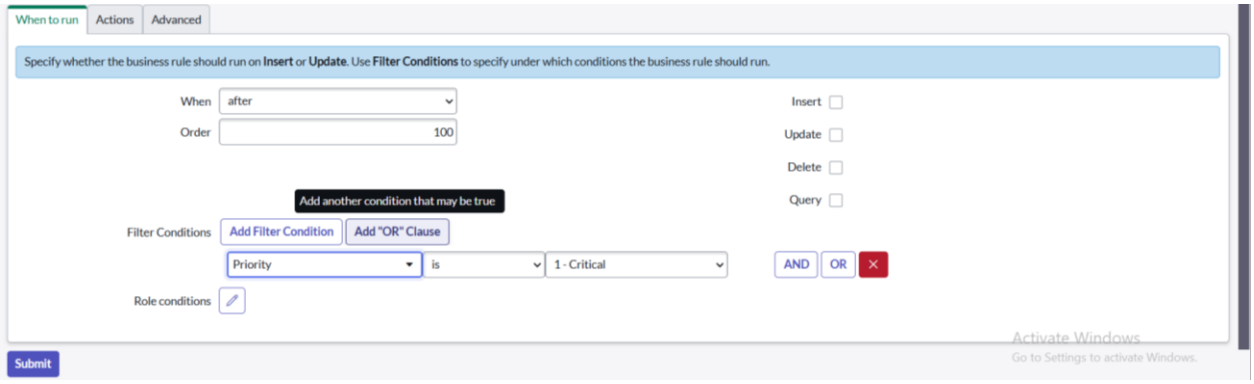
Step 8: Open Business Rules

- Fill in the necessary details.



Step 9:Add the filter Condition

Filter Conditions
Priority >> is >> 1-critical.



***Step 11:*Run the client script**

Add the Following Script

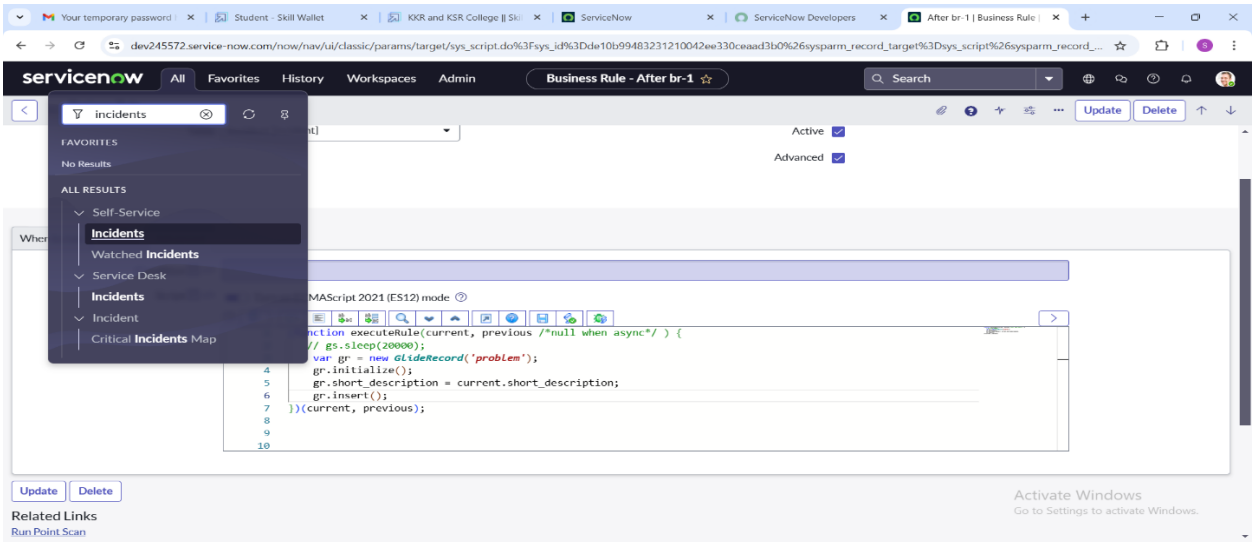
```
(function executeRule(current, previous /*null when async*/ ) {

  // gs.sleep(20000);
   var gr = new GlideRecord('problem');
   gr.initialize();
   gr.short_description = current.short_description;
   gr.insert();

})(current, previous);
```

And click on submit.

Result :

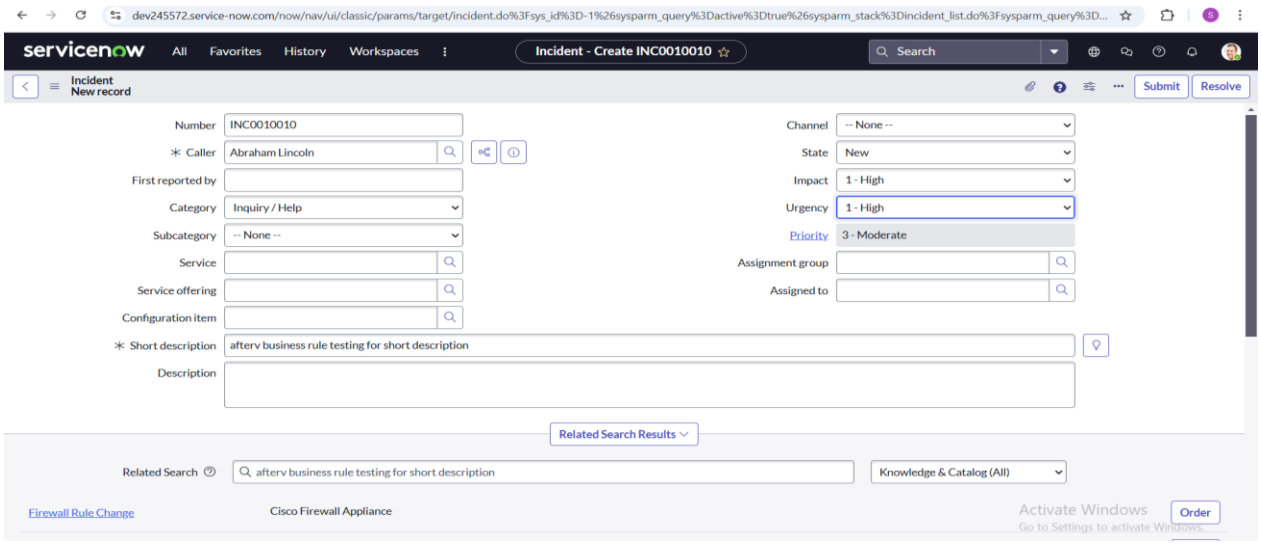
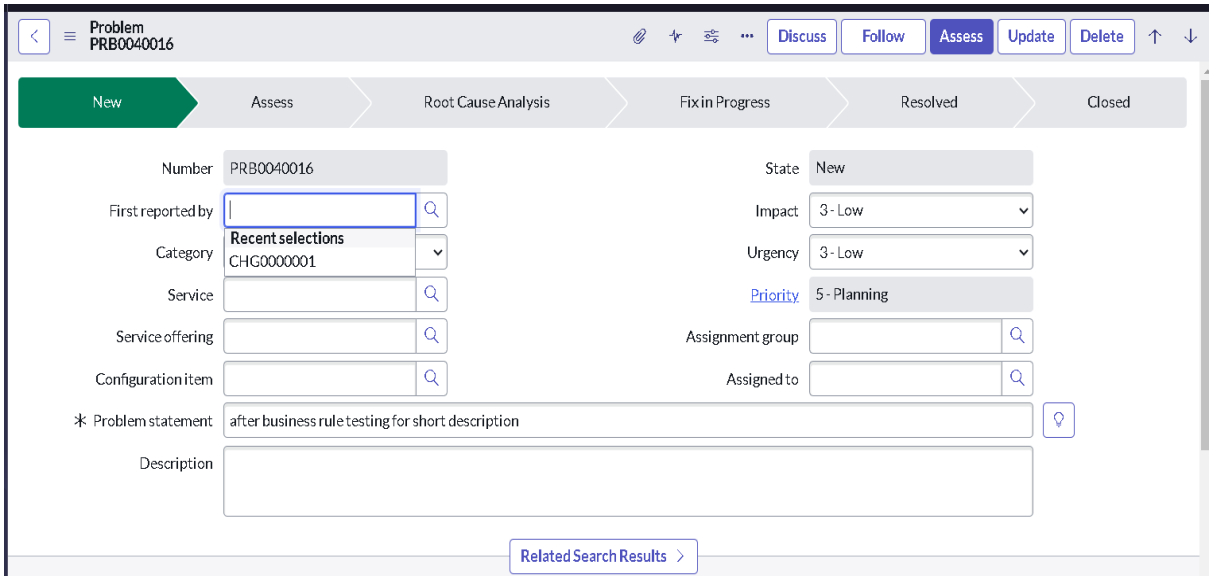
Step 1:

- Navigate to **Incident** > **All**.



Step 2:

- Open any incident record and fill the all mandatory details. And set the priority to 1-Critical.



It automatically creates a related problem record with the same Problem statement.