CSA
SCENERIO-CASES

- Import your batch members as 20 users into your personal developer environment through import set.
- Create 3 groups called Batch-1 and Batch-2 and Batch-3.
- Create Assignment lookup rules when category is software the assignment group should be software.
- Create a custom table to store Credit card request details.

  -create a custom role –credit_admin for application.
  -Module –Create New & All Request & My Request

  *Required fields
  1) Name: refer to user table.
  2) Phone Number: String
  3) Email: String
  4) City: Choice type –All metro cities.
  5) Credit card Type: any 4 choices as your wish.
  6) Accept Terms and Condition: check box

  Create catalog to request credit card
  *Required Variables

  1) Name : refer to user table.-⟶mandatory
  2) Phone Number : String
  3) Email : String
  4) City : Choice type –All metro cities.
  5) Credit card Type: any 4 choices as your wish.
  6) Accept Terms and Condition : check box-⟶if not accepted then catalog should not be submitted and need to alert user “please accept the T&C”

Create Group Credit req approval group.

*Add the few user to this group.

- Once user requested the credit card service it should go approval for Credit req approval group.

1) If approval approved then need to create a document verification task.
2) if rejected or completed then notify the user with rejected content or approved content. 3) if task completed successfully then create a delivery task.
4) if delivery task completed then need to close RITM and Req records.
5) if delivery task closed incomplete, then notify user req has not been processed and incomplete the req and ritm.
6) The Assignment group for above tasks should be i.e., Credit req approval group.

- Create A dashboard called Incident Priorities. ADD a P1 P2 P3 report of count type to respective dashboard.

- Create a P1 , P2 , P3 reports , schedule it and send to one user.

- Create a report to Find a software category incident in bar graph and share it and publish it to groups.

- Create Notification to opened by user when incident is inserted.

Sub : IncXXXX123 has been created.
Body : Hi XXXX,
The inc –number has been created by you.
Feel free to reach to system admin on related to Incident.
Thanks!

- Create a notification on update of incident to opened by.

with the same body content as above.

Sub : IncXXXX123 has been updated.

Body : Hi XXXX,

The inc –number has been commented out

Feel free to reach out Assigned to {assigned to person name}

Thanks!

- Create a Basic Knowledge article and publish them and retire them.

  Content: off your own choice.

- On incident form create a custom field called manager, phone number and Email.

  On select of caller the caller details need to be auto populated.

- Trigger a notification to opened by user through event when priority changes to P1..

  Body content of your own.

- Capture below client script on a update set and move to other pdi

  ex: update set name: Client script on load example

  Create an onchnage client script on incident

  When user change the caller the:

  1) Email of that changed caller will be displayed in the email field.

  2) CI field become mandatory.

  3) State field value will change to In-Progress

  4) Short description will populated with some text.

- Create a On Submit client script on incident

  Create custom fields on form called Issue dated on and Issue resolved on.

  We have to compare two dates on Submit Client script.

  1) If "issue resolved date" field date is greater or equal to" issue dated on "filed date then form will get submitted

  2) If "issue resolved date" field date is smaller to" issue dated on "filed date then form will not get

submitted

- Create a On Submit client script on incident

  1) will make email filed mandatory read only.
  2) CI field become mandatory.
  3) will add a status choice “pending with admin” for users having admin role
  4) Short description will populated with some text.

- Create a UI Policy

  1) When the caller is system administrator then email mandatory, phone number hidden and manager is read only.

- Create a custom table—User details

Filed Name	Filed Type
User Name	Reference type (sys_user)
Email Id	String
Address	String
Mobile No	String
User Description	String

Create two roles –role batch-1 and batch-2

User group role

User A Group-A Role A

User B Group-B Role B

Role A users—name, address, user description

Role B role users -⟶access all fields.

Please follow below execution:

Table. None

Table.*

Table. Field name
Role A Role B

Table. None Table. None

Table.* Table.*

Table. Filed Name(mobile, address)

Integrations:

- **Create REST Bi - Directional integration with JIRA by using Rest API with incident management in serviceNow and Issue in Jira.**
- **Whenever an incident is created,updated,deleted in servicenow same Operation should happen in the Jira issue table bidirectionally.**

Scheduled Jobs:

- **Order the catalog item Evision access by using a schedule job every month on day 1.**
- **Delete all closed incident tickets every week on friday.**
- **Send all on hold incidents tickets report to the Manager with Excel format.**
- **Automatically Create the database cleanup incident ticket on every month day1.**
- **Automatically load the data into the User table with schedule import by using data source it should load every day 10AM.**