EMAIL NOTIFICATIONS

USING SCRIPTS

OVERVIEW

- Notification Scripts

NOTIFICATION SCRIPTS

- Email scripts allow for business rule-like scripting within an outbound email message [sys_script_mail]

- With mail scripts, you can dynamically change the email output of the system based on different criteria

- Mail scripts allow for performing simple tasks (like displaying data) and complex ones (like making advanced queries)

- Scripts can be used and reused in multiple email notifications or templates by using an embedded script tag:
  - ${mail_script:script name}
    - ^replace 'script name' with the name of the mail script you create

- We can also manually enter a mail script directly using the <mail_script></mail_script> tags in the body of an email notification or template

MAIL SCRIPT VARIABLES

- When writing mail scripts, we have some special variables available to us:
  - Template – handles printing from the mail script to the email message
    - Ex: template.print("this is a message!"); // outputs this is a message! To the email body
  - Email_action – GlideRecord object for the email notification (sysevent_email_action)
  - Event – GlideRecord object for the event that fired the notification (sysevent)
  - Email – EmailOutbound object; contains methods such as:
    - AddAddress()
    - SetFrom()
    - SetReplyTo()
    - SetSubject()
    - SetBody()
- GlideEmailOutbound - Scoped

DEMO

- Let's add an email script to send a welcome email to new pet owners!

TERMINOLOGY

- Email Script - (aka Mail Script) allow for business rule-like scripting within an outbound email message [sys_script_mail]