

Service catalog

The screenshot shows the configuration page for a 'Company T-Shirt' item in a service catalog. The top navigation bar includes 'Default [Glc]', 'Global', and 'System Administrator'. The main header shows 'Catalog Item Company T-Shirt' with buttons for 'Update', 'Copy', 'Try It', 'Edit in Catalog Builder', and 'Delete'. The form fields include:

- Name: Company T-Shirt
- Application: Global
- Catalogs: Service Catalog
- Category: Services
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Updated: 2022-09-16 08:48:23
- Updated by: admin

The 'Item Details' tab is selected, showing a 'Short description' field with 'Ordering company T-Shirt' and a 'Description' field with a rich text editor. The description text is: 'By ordering this item you can get a company T-Shirt or the exchange of a T-Shirt is also possible only if you ordered within one month. Thank You!'

Variables:

	Type	Question	Name	Mandatory	Order
<input type="checkbox"/>	Select Box	Type of ORDER	type_of_order	true	100
<input type="checkbox"/>	Attachment	Catalog Image	catalog_image	false	120
<input type="checkbox"/>	URL	Preference Link	preference_link	false	150
<input type="checkbox"/>	Multiple Choice	Gender	gender	true	200
<input type="checkbox"/>	Select Box	Color	color	false	300
<input type="checkbox"/>	Select Box	Size	size	false	400
<input type="checkbox"/>	Date	Date of your Order	date_of_your_order	false	450
<input type="checkbox"/>	Select Box	Pervious size	presize	false	500
<input type="checkbox"/>	Select Box	Resize with?	resize	false	600
<input type="checkbox"/>	Reference	Your Manager	your_manager	false	700
<input type="checkbox"/>	CheckBox	Quick Delivery	delivery	false	800

WorkFlows:

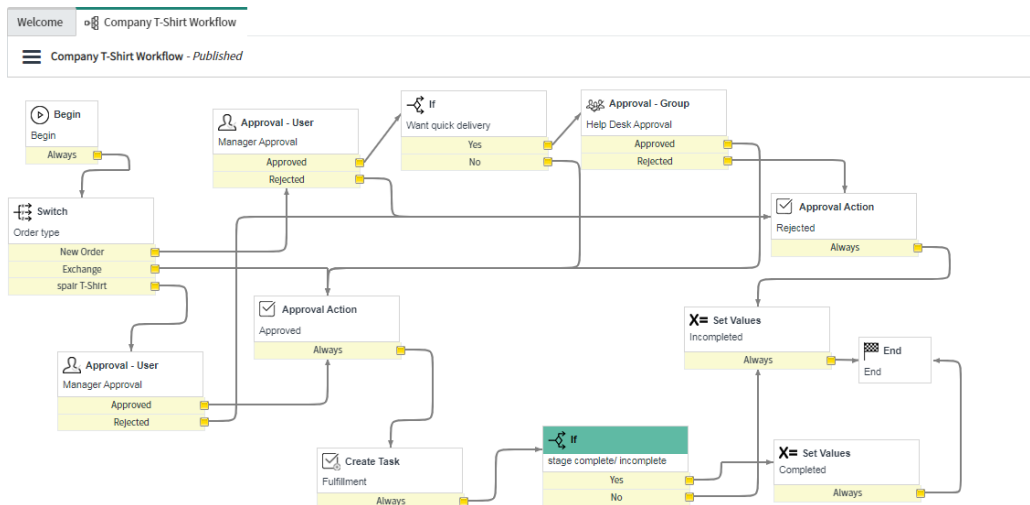
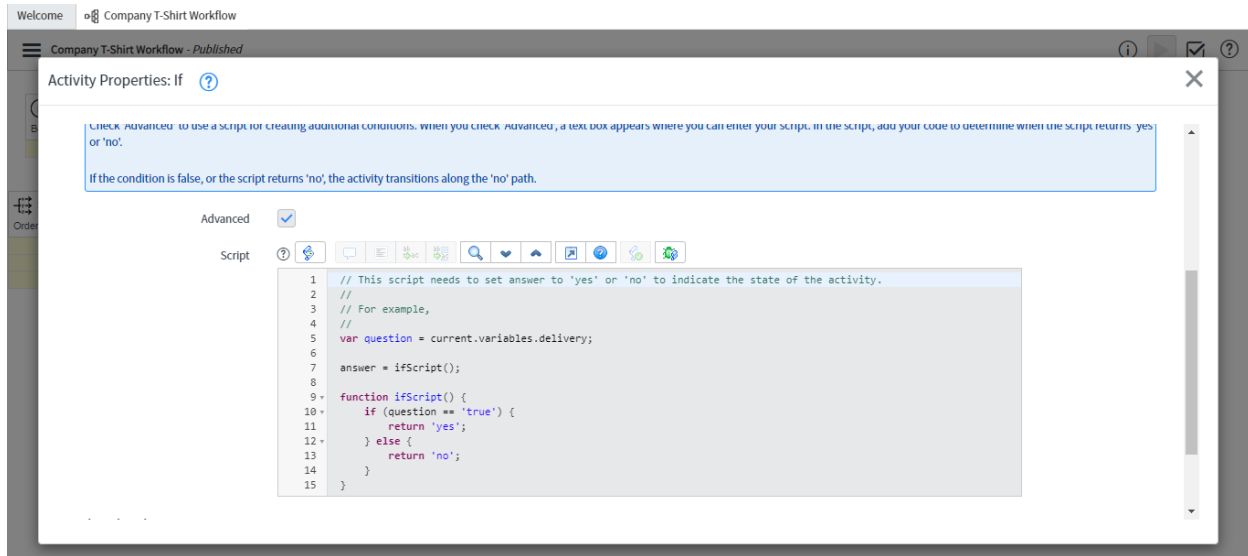
Creating workflow with 3 conditions that are New Order, Exchange, Spare T-Shirt

New Order: then go opened manager approval, If quick delivery check box checked **true** go for group approval, then create task, then complete task. delivery check box checked **false** directly create create task, then complete task.

Exchange: Directly create task then close.

Spare t-shirt: approval of opened manager, then create task, close

If Quick delivery:



```
var task_table = new GlideRecord('task');
task_table.addQuery('parent', current.sys_id);
task_table.query();
//gs.addInfoMessage("state: " + state_field);
if (task_table.next()) {
    var state_field = task_table.getValue('state');
    answer = ifScript();
}
function ifScript() {
    if (state_field == 3) {
        return 'yes';
    }
}
```

```
    } else if (state_field == 4) {  
        return 'no';  
    }  
}
```