

Service catalog

The screenshot shows the configuration page for a catalog item named 'Company T-Shirt'. The top navigation bar includes 'Default [Glc]', 'Global', and 'System Administrator'. The main form has fields for 'Name' (Company T-Shirt), 'Application' (Global), 'Catalogs' (Service Catalog), 'Category' (Services), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). It also shows 'Active' status, 'Updated' date (2022-09-16 08:48:23), and 'Updated by' (admin). Below these are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' (Ordering company T-Shirt) and a 'Description' field with a rich text editor. The description text reads: '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:

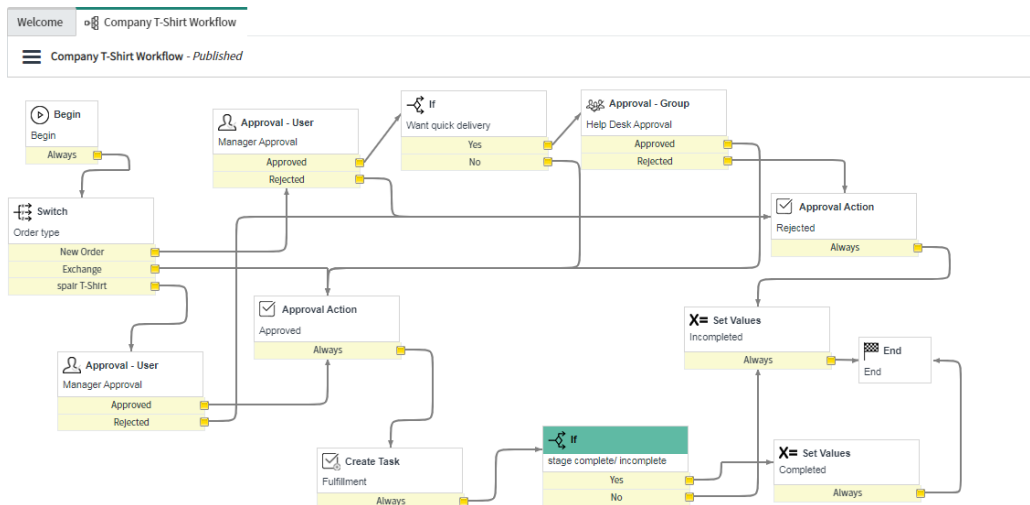
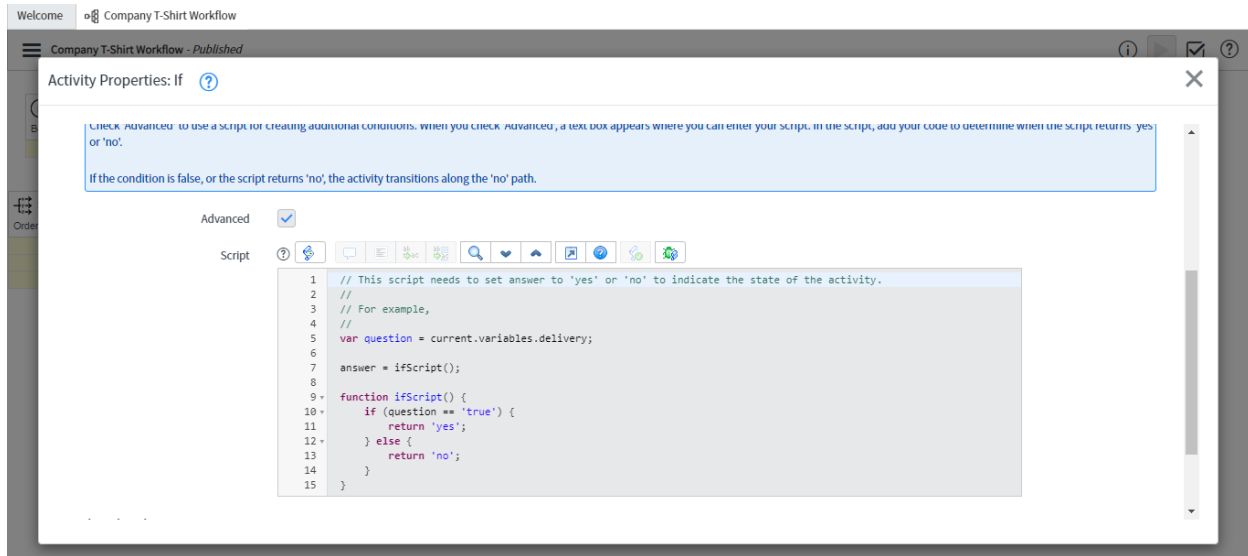
Creating workflow with 3 conditions that are New Order, Exchange, Spare T-Shirt

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:



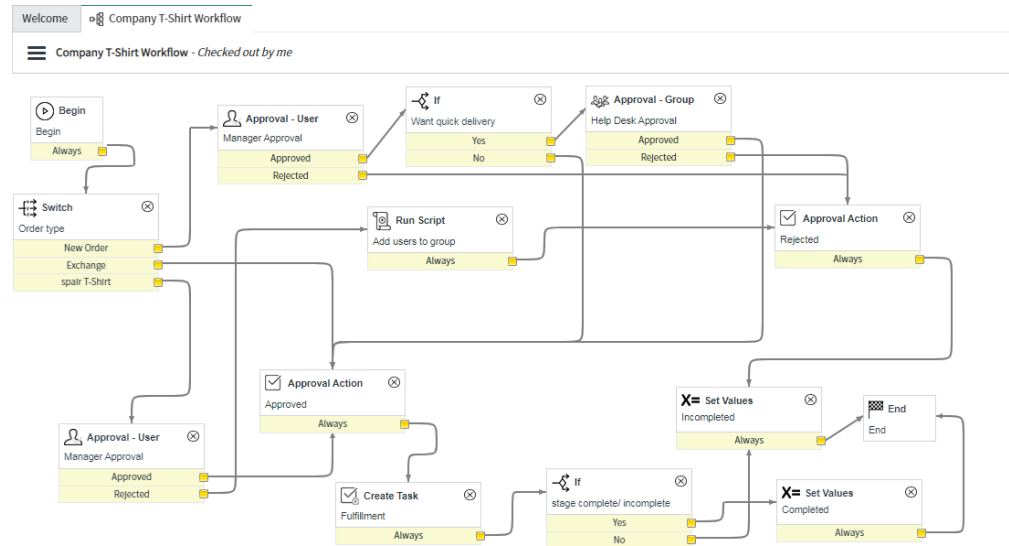
```
var task_table = new GlideRecord('task');
task_table.addQuery('parent', current.sys_id);
task_table.query();
//gs.addInfoMessage("state: " + state_field);
if (task_table.next()) {
    var state_field = task_table.getValue('state');
    answer = ifScript();
}
function ifScript() {
    if (state_field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

```

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

```

Adding users to group



Activity Properties: Run Script

Name: Add users to group

Script

The Run Script activity runs the specified script in the scope of the workflow version. [More Info](#)

```

1  var user = current.variables.members.toString();
2  var total_users = user.split(",");
3
4-  for (var i = 0; i < total_users.length; i++) {
5      var grp = new GlideRecord('sys_user_grmember');
6      grp.initialize();
7      grp.group = '781588f11b0e9510b4e06575624bcb52'; //custom group- test group
8-      grp.user = total_users[i];
9      grp.insert();
10 }

```

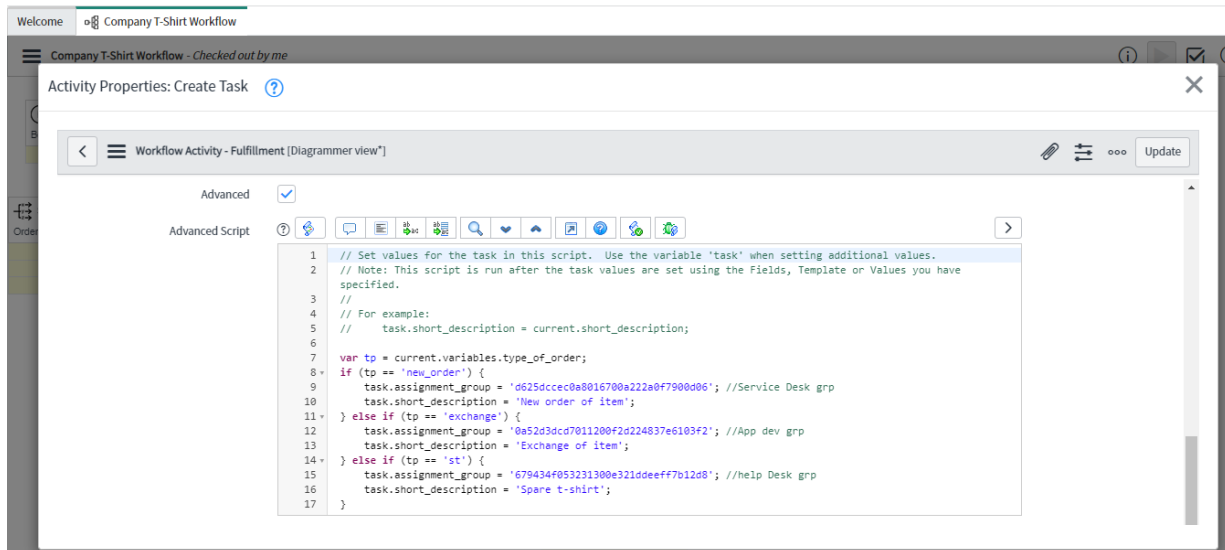
```

var user = current.variables.members.toString();
var total_users = user.split(",");
for (var i = 0; i < total_users.length; i++) {
    var grp = new GlideRecord('sys_user_grmember');
    grp.initialize();
    grp.group = '781588f11b0e9510b4e06575624bcb52'; //custom group- test group
    grp.user = total_users[i];
}

```

```
    grp.insert();  
}
```

Assigning task group some group depending on the order and auto update short description field:



```
// Set values for the task in this script. Use the variable 'task' when setting additional values.  
// Note: This script is run after the task values are set using the Fields, Template or Values you have  
// specified.  
//  
// For example:  
//   task.short_description = current.short_description;
```

```
var tp = current.variables.type_of_order;  
if (tp == 'new_order') {  
  task.assignment_group = 'd625dccec0a8016700a222a0f7900d06'; //Service Desk grp  
  task.short_description = 'New order of item';  
} else if (tp == 'exchange') {  
  task.assignment_group = '0a52d3dcd7011200f2d224837e6103f2'; //App dev grp  
  task.short_description = 'Exchange of item';  
} else if (tp == 'st') {  
  task.assignment_group = '679434f053231300e321ddeeff7b12d8'; //help Desk grp  
  task.short_description = 'Spare t-shirt';  
}
```