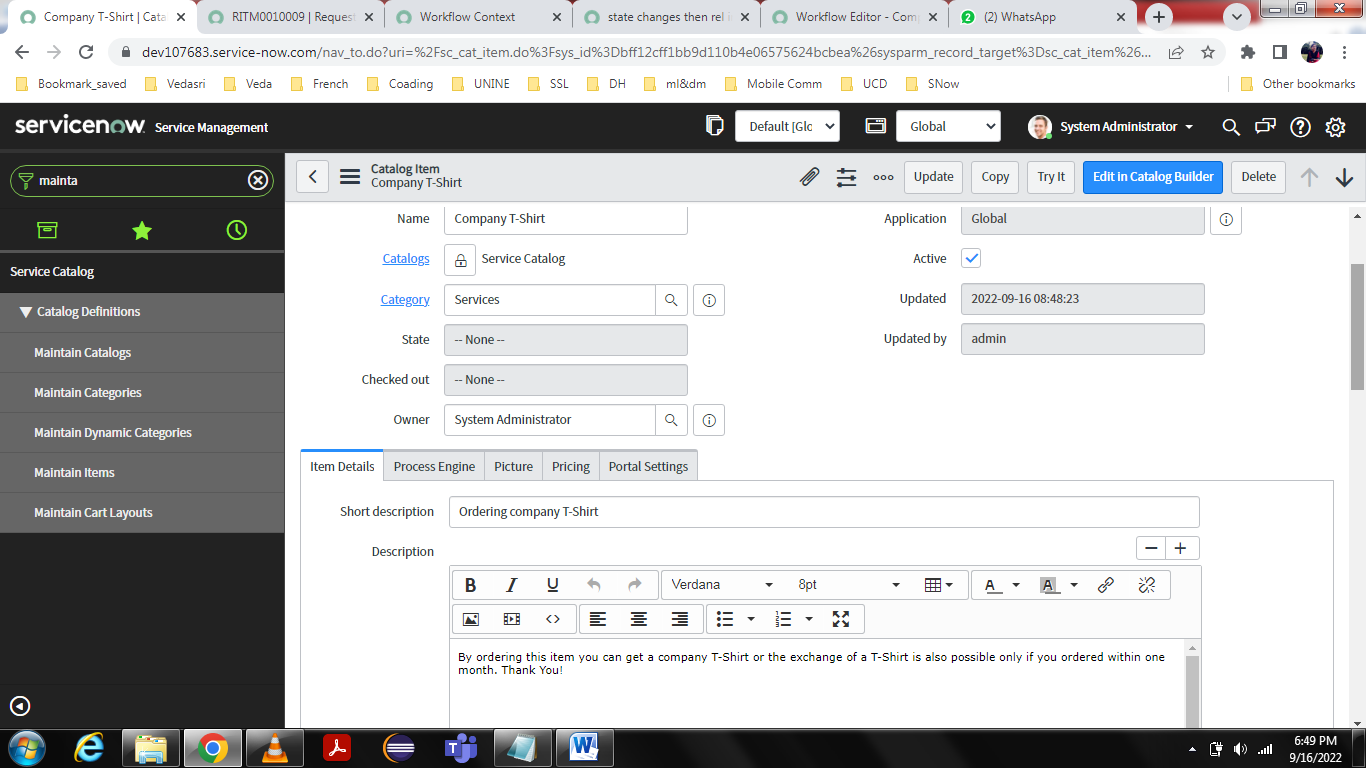
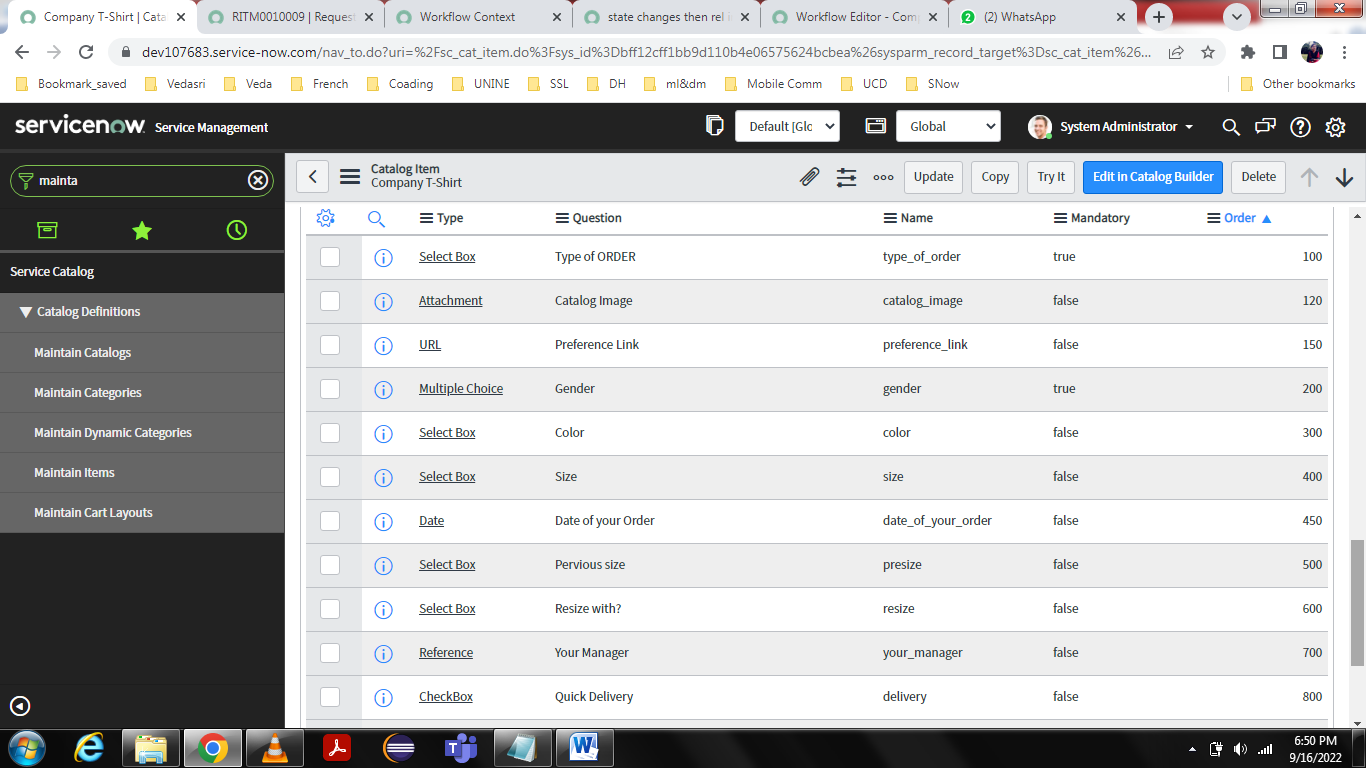
**Service catalog**



**Variables:**



**WorkFlows:**

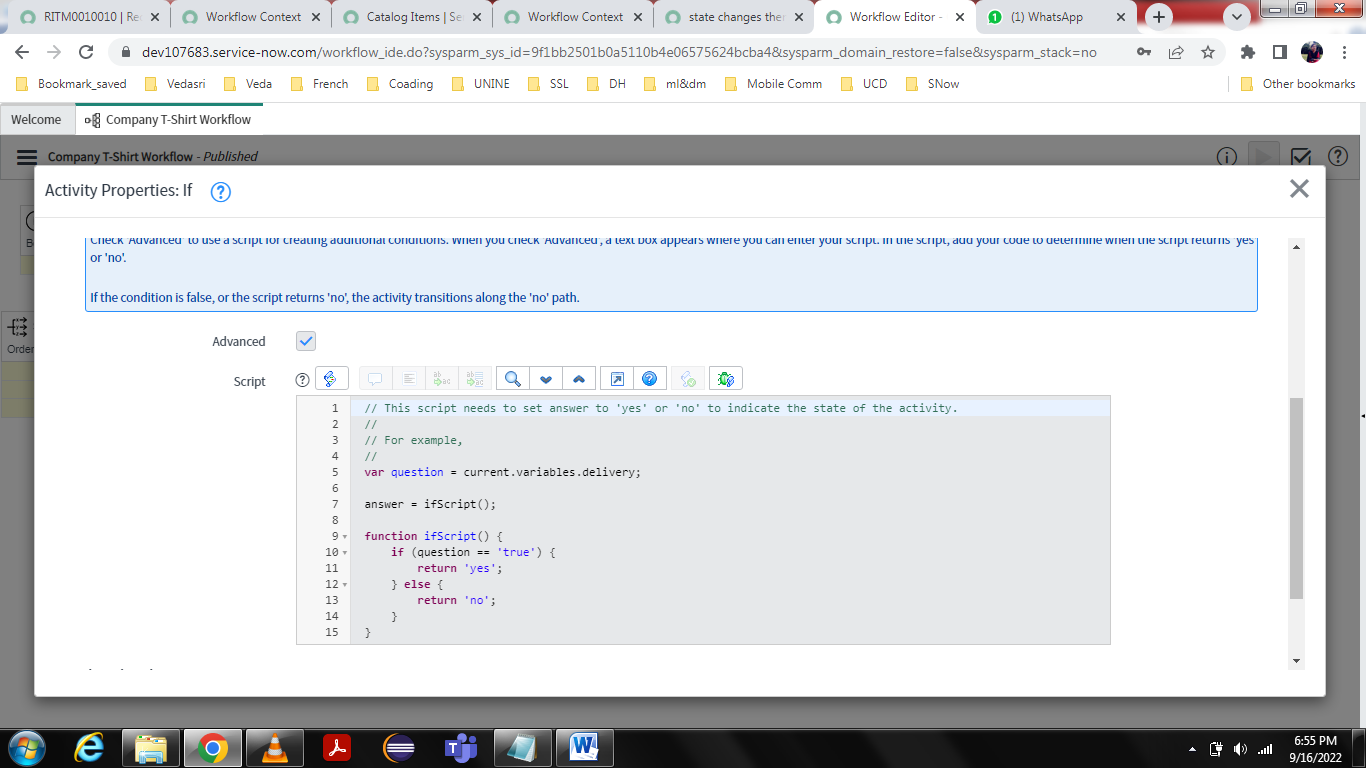
Creating workflow with 3 conditions that are New Order, Exchange, Spare T-Shirt

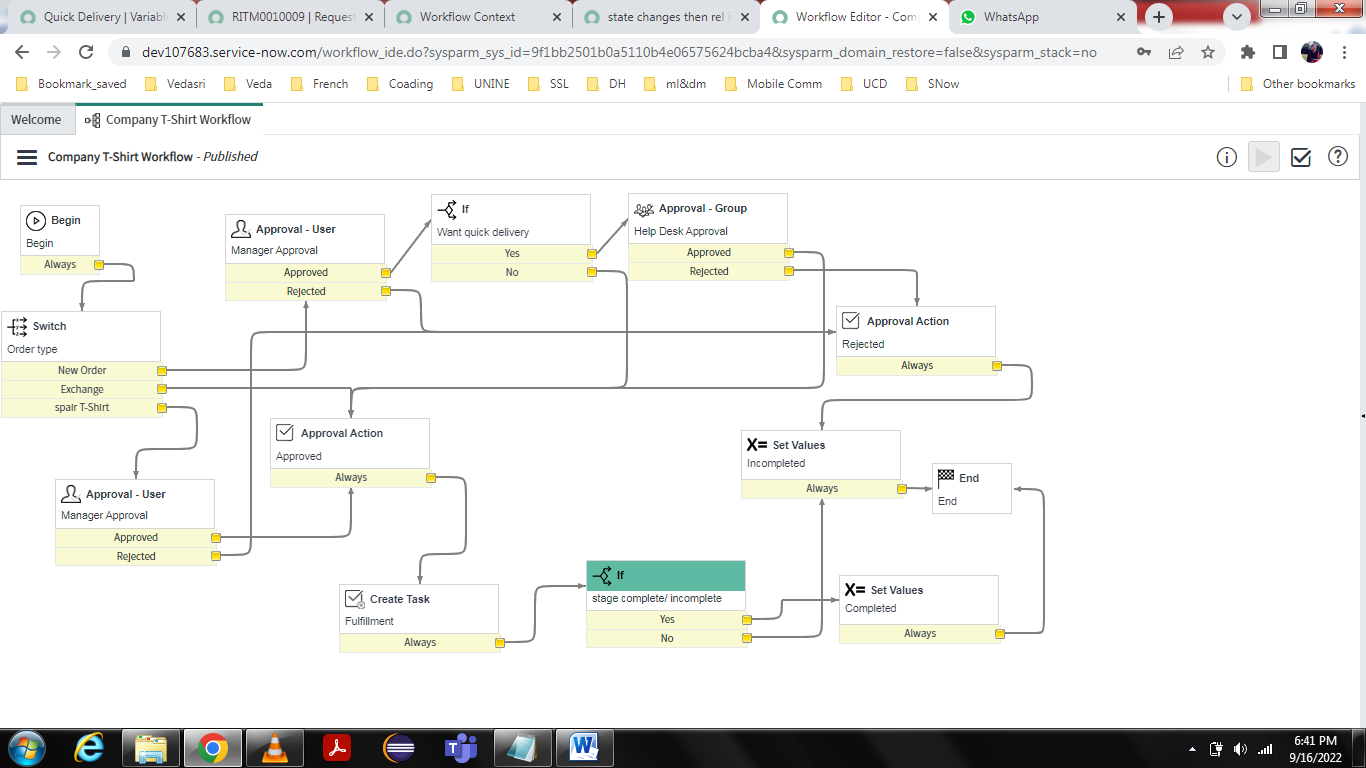
New Order: then go opened manager approval, If quick delivery check box checked **true** go for group approval, then create task, then complete task. delivery check box checked **false** directly create create task, then complete task.

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';

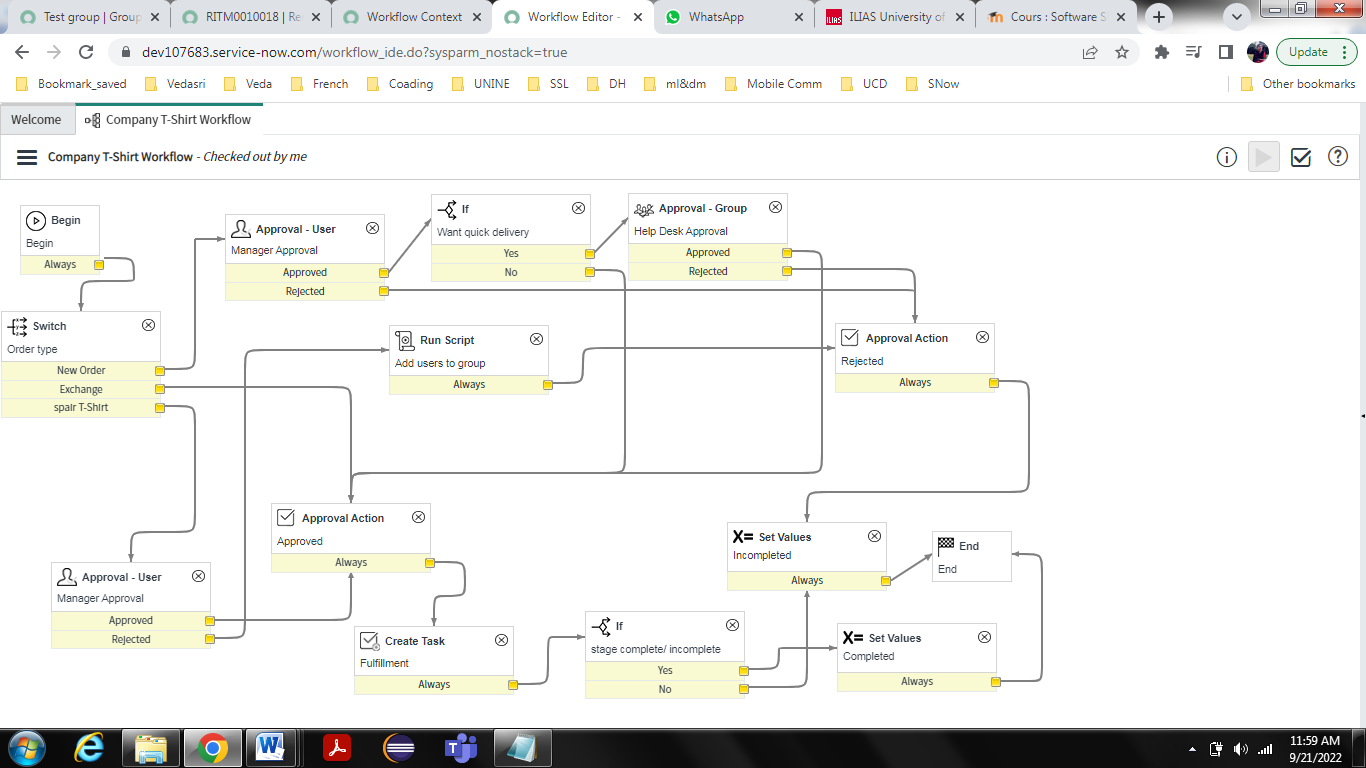
} else if (state\_field == 4) {

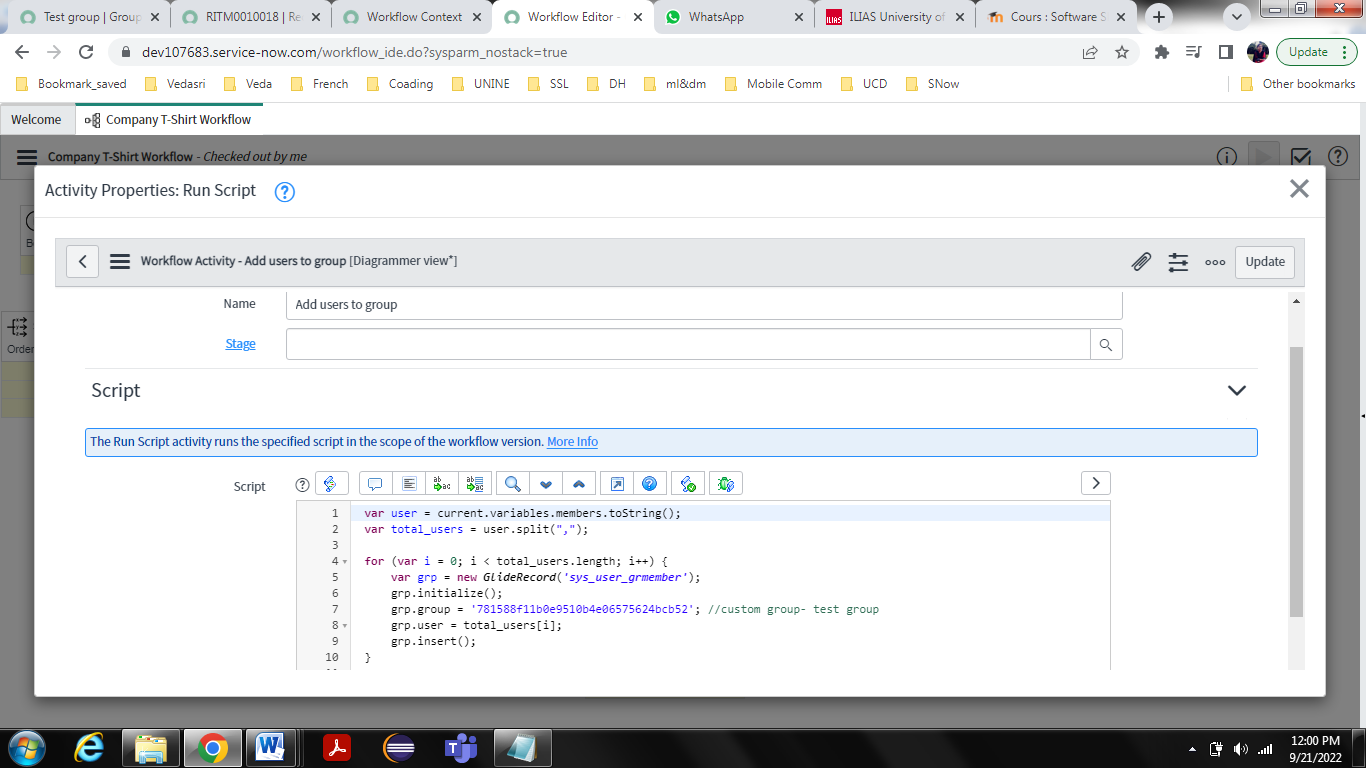
return 'no';

}

}

**Adding users to group**





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();

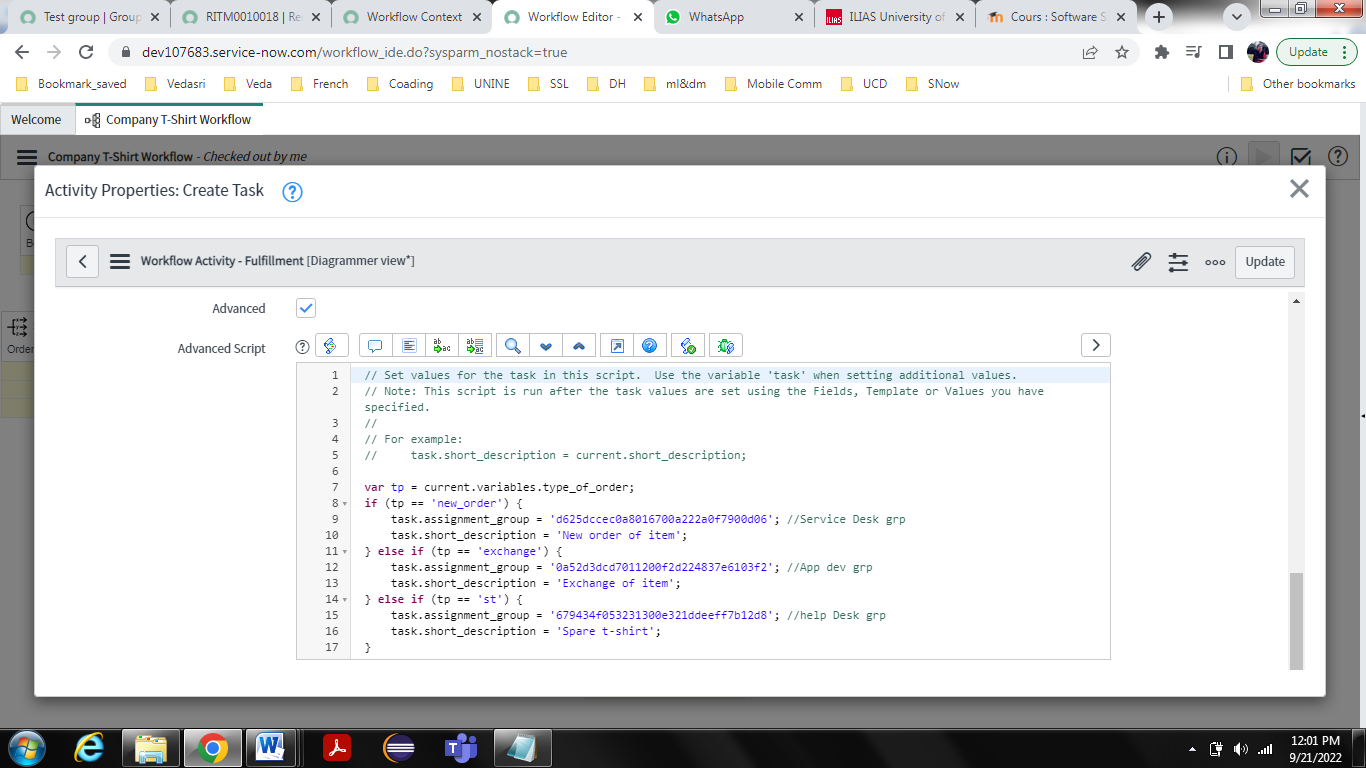
grp.group = '781588f11b0e9510b4e06575624bcb52'; //custom group- test group

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';

}