Question

What are the possible ways to trigger the notifications

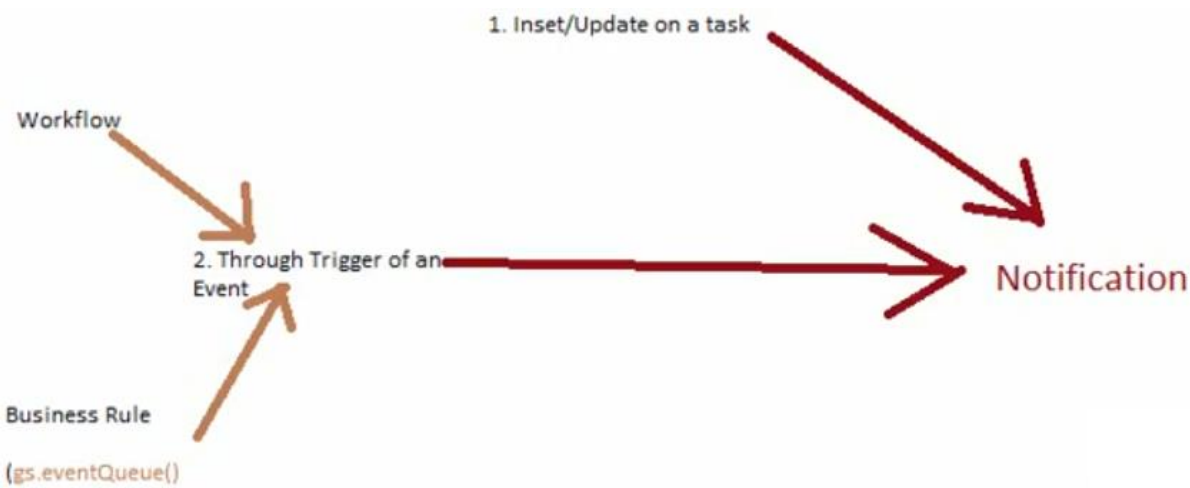
by jaiku
created 2y ago (edited 2y ago) in **Service Management**

tony.barratt • 2y ago

Hi Jai,

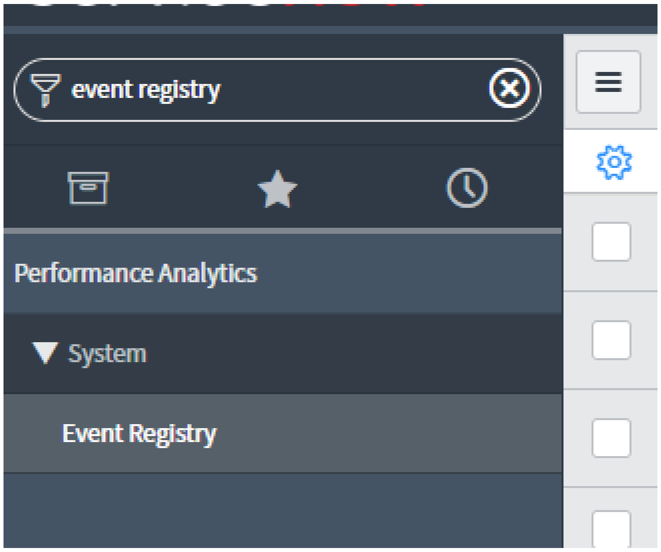
You can define when to send a notification based on the type of triggering event. The instance can send a notification in either of these circumstances.

- When a record is inserted or updated
- When a specific event runs

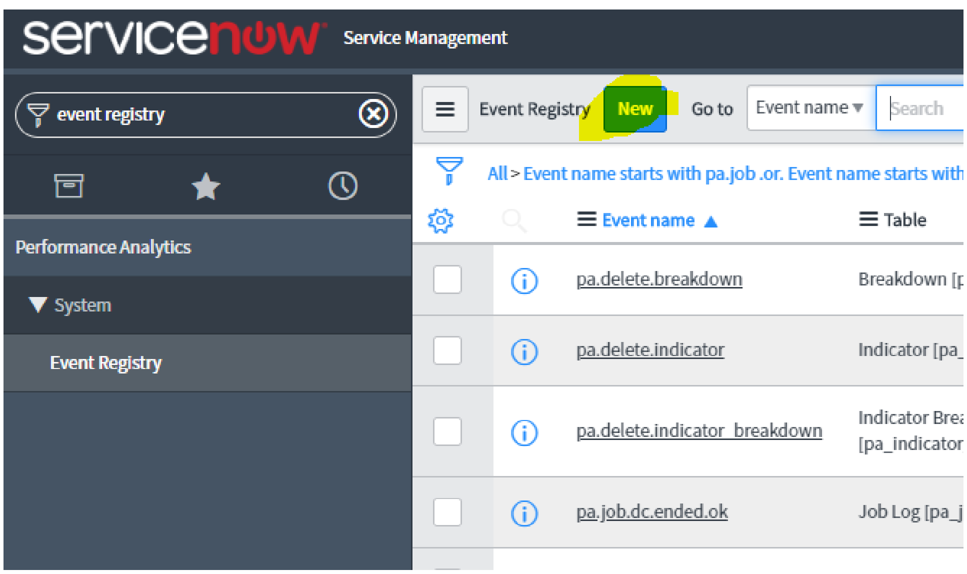


Let’s configure a Notification triggered by an **Event** in an Incident:

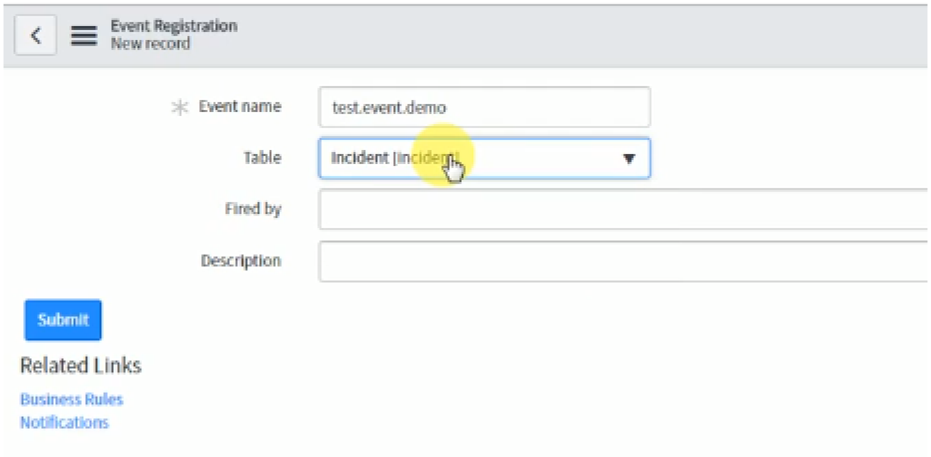
<u>Step One</u>: Go to Event Registry…



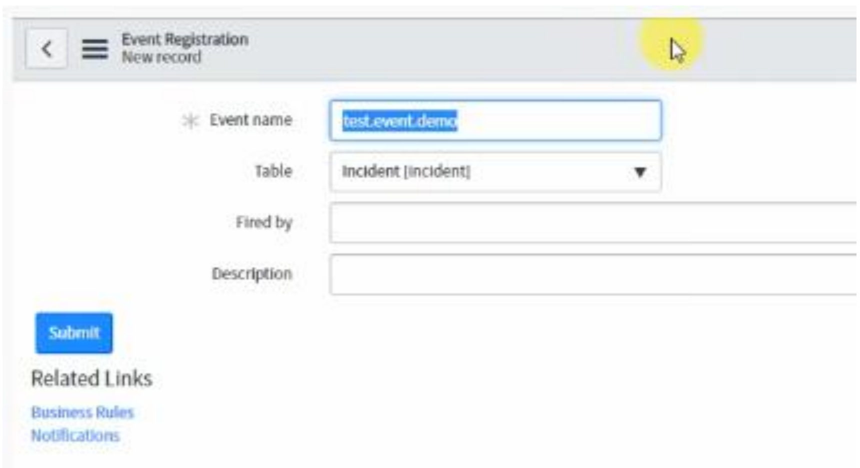
…and create a New Event Registry:



<u>Step Two</u>: Name it and select a table (in this case, we chose incidents):



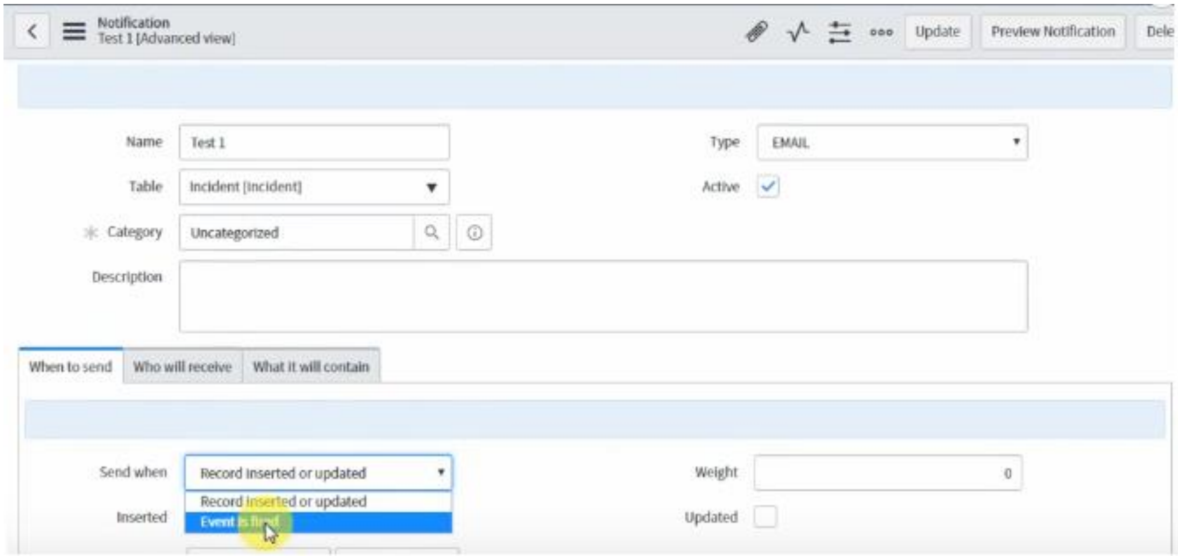
Step Three: Copy the name of the Event (test.event.demo):



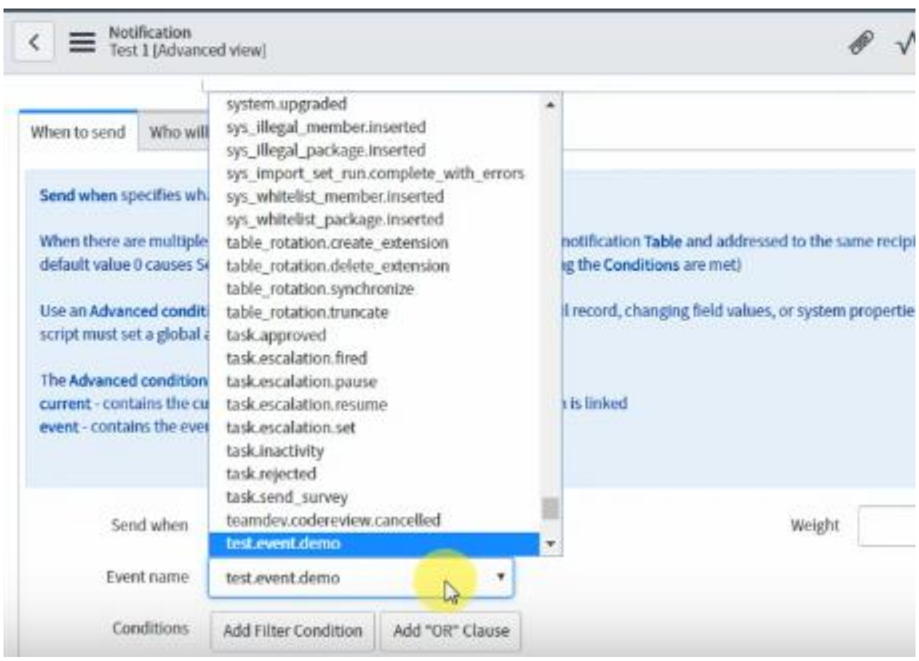
Save or Submit.

<u>Step Three</u>: Open the Notification we recently configured and scroll down to the **When to Send** Tab...

...and change **Send when** to Event is Fired:

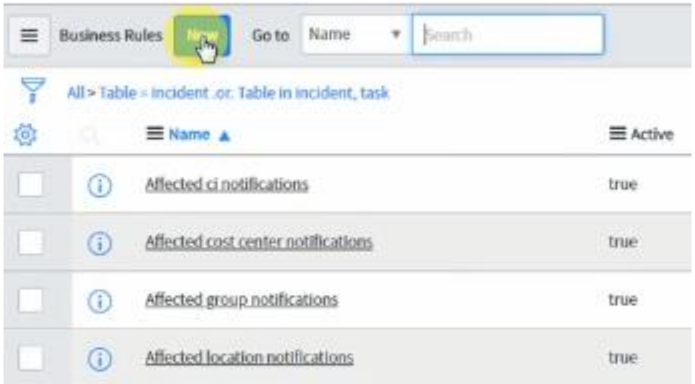


...now it asks us to specify the **Event name**, so we choose our newly created Event (test.event.demo):

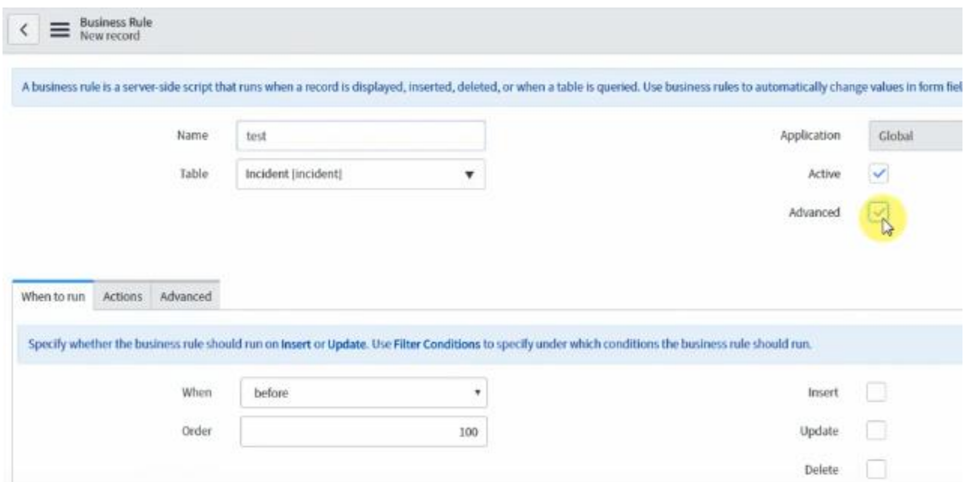


Save or Submit.

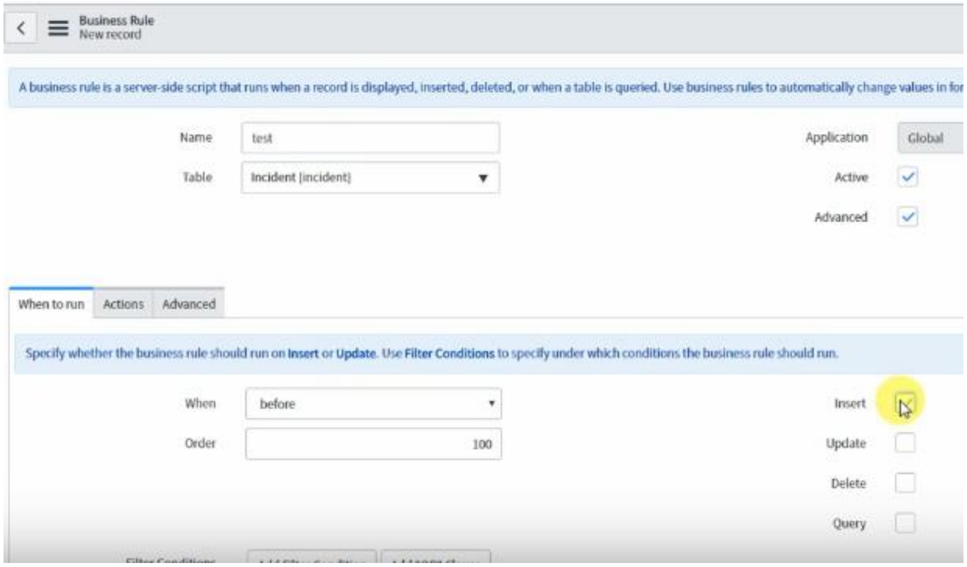
<u>Step Four</u>: Create a New Business Rule:



...fill out a **Name**, select **Table** (in our case it's Incident), and check the **Advanced** checkbox...

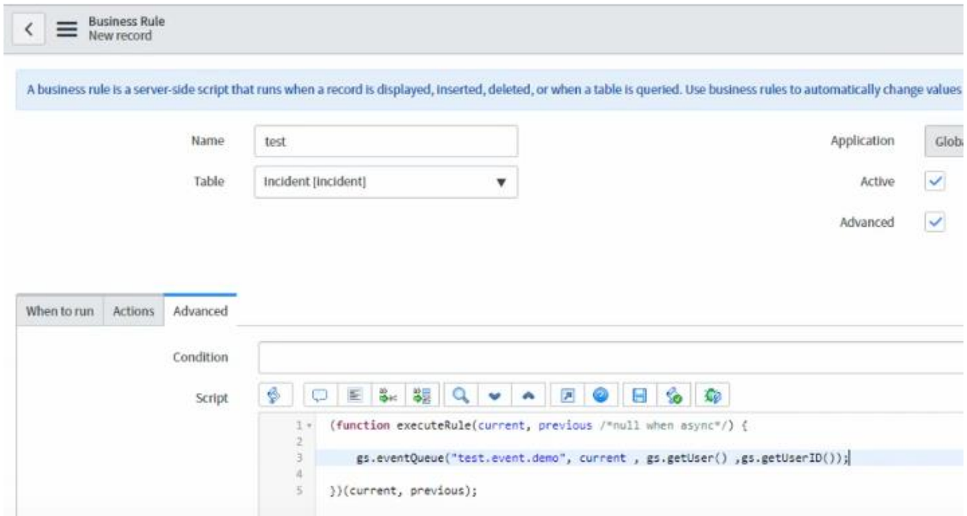


Under the **When to run** tab, check the **Insert** checkbox:



Under the Advanced tab, write out the script:

```
(function executeRule(current, previous) {
    gs.eventQueue("test.event.demo", current, gs.getUser(), gs.getUserID());
})(current, previous);
```



Save or Submit.

...so now, when a new Incident is created, it will be based on the Event we configured!