

Configuração da Regra:

Business Rule
[BAS] Additional Comments - Change State

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name: [BAS] Additional Comments - Change State Application: Global

Table: Requested Item [sc_req_item] Active: ☒ Advanced: ☒

When to run: Actions Advanced

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When: after Order: 100

Filter Conditions: Add Filter Condition Add "OR" Clause

Additional comments changes AND OR X

Role conditions: [edit]

Insert ☐ Update: ☒ Delete ☐ Query ☐

Update Delete

Ação da Regra:

Business Rule
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Name: [BAS] Additional Comments - Change State Application: Global

Table: Requested Item [sc_req_item] Active: ☒ Advanced: ☒

When to run: Actions Advanced

Condition @

Script @

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3   var gr = new GlideRecord('sc_req_item');  
4   gr.addQuery('request_item', current.sys_id);  
5   gr.query();  
6  
7   if (gr.next()) {  
8     var comments = current.comments.getJournalEntry(1).match(/\n.*?/g).join("\n"); //O Regex elimina nome, data e hora. Captura somente a string  
9  
10    var palavra_chave = 'work';  
11    var index = comments.indexOf(palavra_chave);  
12  
13    var palavra_chave_2 = 'complete';  
14    var index_2 = comments.indexOf(palavra_chave_2);  
15  
16    if (index != -1) {  
17      current.state = 2;  
18      current.update();  
19  
20    } else if (index_2 != -1) {  
21      current.state = 3;  
22      current.update();  
23    }  
24  }  
25  
26 })(current, previous);
```

Update Delete

Código:

```
(function executeRule(current, previous /*null when async*/ ) {
```

```
var gr = new GlideRecord('sc_req_item');
```

```
gr.addQuery('request_item', current.sys_id);
```

```
gr.query();
```

```
if (gr.next()) {
```

```
        var comments = current.comments.getJournalEntry(1).match(/\n.*/gm).join("\n");  
//O Regex elimina nome, data e hora. Captura somente a string
```

```
        var palavra_chave = 'work';
```

```
        var index = comments.indexOf(palavra_chave);
```

```
        var palavra_chave_2 = 'complete';
```

```
        var index_2 = comments.indexOf(palavra_chave_2);
```

```
        if (index != -1) {
```

```
            current.state = 2;
```

```
            current.update();
```

```
        } else if (index_2 != -1) {
```

```
            current.state = 3;
```

```
            current.update();
```

```
        }
```

```
    }
```

```
})(current, previous);
```