**Business Rule**

**Scenario 1 : If the Problem Priority = ‘Critical’ then create “General” and “Root Cause analysis” Problem task.**

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

    // Add your code here

    var type = ['general','rca'];

    for(var i=0;i<2;i++){

        var gr = new GlideRecord('problem\_task');

        gr.initialize();

        gr.short\_description = 'Task type is '+type[i];

        gr.problem\_task\_type = type[i];

        gr.problem = current.sys\_id;

        gr.insert();

    }

})(current, previous);

**Scenario 2 : Write a functionality to transfer the work notes from Incident to associated Problem.**

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

    // Add your code here

    var gr = new GlideRecord('problem');

    gr.addQuery('sys\_id',current.problem\_id);

    gr.query();

    if(gr.next()){

        gr.work\_notes = current.work\_notes.getJournalEntry(1);

        gr.update();

    }

})(current, previous);

**Scenario 3 : Write a functionality to count the Associate Incident.**

**(To do: adjust the count if the Associate Incident gets deleted)**

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

    // Add your code here

    var gr = new GlideRecord('problem');

    gr.addQuery('sys\_id', current.problem\_id);

    gr.query();

    if(gr.next()) {

        gr.u\_associate\_integer\_count = gr.u\_associate\_integer\_count + 1;

    }

    gr.update();

})(current, previous);

**Scenario 4:**

**Whenever an Incident is created with Priority = 1 (Critical), it must:**

**Automatically assign to the On-Call Support group.**

**Send an email notification to the Incident Manager.**

BR - before insert

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

if (current.priority == 1) {

current.assignment\_group = 'PUT-YOUR-GROUP-SYSID-HERE';

current.assigned\_to = 'PUT-YOUR-USER-SYSID-HERE';

current.work\_notes = "Auto-assigned due to Critical priority";

}

})(current, previous);

Steps to Configure Your Event

✅ 1. Create Event in Event Registry

Navigate: System Policy → Events → Event Registry

Click New

Fill in:

Name: incident.critical.notify (exactly what you used in script)

Table: Incident [incident]

Application: Global (or your scoped app)

Description: Event to notify Incident Manager for Critical incidents

Save

✅ 2. Create a Notification

Navigate: System Notification → Email → Notifications

Click New

Fill in:

Name: Critical Incident Notification

Table: Incident [incident]

When to Send: check Event is fired

In the Event name field → select your event: incident.critical.notify

Who will receive:

Add recipient (e.g., Assigned to, Incident Manager, or specific group).

What it will contain:

Add subject/body for the email.

Example subject: Critical Incident: ${number}

Example body:

A critical incident has been created.

Number: ${number}

Short description: ${short\_description}

Assigned to: ${assigned\_to}