

**Report Title:** Business Rule Details  
**Run Date and Time:** 2019-10-22 10:29:19 Eastern Daylight Time  
**Run by:** Leonard Erwine  
**Table name:** sys\_script

Business Rule			
Name:	Incident caller profile validation	Application:	Global
Table:	incident	Accessible from:	This application scope only
Priority:	100	Active:	true
		Advanced:	true
		Web Services:	false
Description:			

When to run			
When:	before	Insert:	true
Order:	100	Update:	true
		Delete:	false
		Query:	false
Filter Conditions:			
active=true^incident_stateIN1,2,3^EQ			
Role conditions:			

Actions	
Set field values:	
Add message:	
false	
Message:	
Abort action:	
false	

Advanced
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Condition:

Script:

```
(function executeRule(current, previous /*null when async*/) {
  if (current.caller_id.nil())
  current.caller_id.setValue(current.opened_by);
  else if (!current.caller_id.changes())
  return;
  var message;
  var missing = [];
  if (current.caller_id.building.nil())
  missing.push('Building');
  if (current.caller_id.department.nil())
  missing.push("Department");
  if (current.caller_id.u_red_phone.nil())
  missing.push("Red Phone");
  if (missing.length == 1)
  message = missing[0] + '.\nThis is';
  else {
  if (missing.length == 0)
  return;
  if (missing.length > 2)
  missing = [missing.join(", "), missing.pop()];
  message = missing.join(' or ') + '.\nThese are';
  }
  var sys_id = current.caller_id.sys_id.getValue();
  if (sys_id === gs.getUserID())
  gs.addErrorMessage('Your user profile does not specify your ' + message +
    ' required for expedient incident resolution.\n<a href="/sys_user.do?sys_id=' + sys_id + '&syparm_view=ess">Click here</a> to open your Profile and fix this issue.');
```

```
  else {
    message = "You have submitted a request on behalf of a user whose profile does not specify their " + message +
      " required for expedient incident resolution.\nAn email was sent to that user alerting them to update their profile.";
    if (gs.hasRole('user_admin, itil, admin'))
      gs.addErrorMessage(message + '\nYou may also <a href="/sys_user.do?sys_id=' + sys_id + '&syparm_view=itil">Click here</a> to open their Profile and fix this issue.');
```

```
    else
      gs.addErrorMessage(message);
    gs.eventQueue('army.incident_caller.profile_incomplete', current, sys_id);
  }
})(current, previous);
```

Web Services

REST Service:	REST Service Text:
REST Method:	REST Method Text:
Variable Substitution:	

**Related List Title:** Update Versions List  
**Table name:** sys\_update\_version  
**Query Condition:** Name = sys\_script\_54a8202edbb73700b53f341f7c9619c6  
**Sort Order:** Created in descending order

2 Update Versions

Name	Recorded at	State	Source	Reverted from
sys_script_54a8202edbb73700b53f341f7c9619c6	2019-10-08 11:54:28	Current	Update Set: UAT Patch 2019-09-17	
sys_script_54a8202edbb73700b53f341f7c9619c6	2019-09-12 18:20:08	Previous	Update Set: Initial Update Set Stage 2 V1	