**Assignment (08/01/2024)**

**1. When incident state is resolved Assigned to and assignment group fields are should not be visible.**

**A screenshot of a computer

Description automatically generated**

**When state is not on Resolved: -**

**A screenshot of a computer

Description automatically generated**

**When incident state is Resolved: -**

**A screenshot of a computer

Description automatically generated**

**2.When the incident state is changed to closed, then give an alert message “ Are you closing this incident”.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**3.When the incident state is on hold, on hold reason should be visible and mandatory.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**4..When the incident state is on hold, and on hold reason is Awaiting caller then comment field is made mandatory.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**5. Users should not change the priority once they create an incident ticket.**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**6. Users should not be able to create a new incident record, if there is an existing incident with the same Short\_description, category and Caller.**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**7. Work notes should be updated when you change assignment group value. And display an info message about assignment group updating.**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**8. Incident tasks should be created automatically when an incident is created and Caller, Category, Priority, Short Description, Description, State and work notes fields should be copied to Incident task from incident.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**9.Display current incident details like email id, category, priority. A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**10. User restriction, not allowing update the cell value from incident list view.**

**Any customer that tries to change the incident state value to 7-closed action will be canceled and display an alert message to the customer.**

**Alert Message(System does not allow user to update cell value).**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**11. If the selected caller is VIP in the incident table, then Impact and Urgency field values setup 1-High Impact, 1-High Urgency and Priority 1-critical set.**

**Impact and Urgency fields should be Read Only on the above condition. Display on alert message on browser that is (Caller is VIP)**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**12.When current incident state is New then remove all choices from state field choices need to be removed(In progress, On-Hold, Resolved, Closed, Canceled).A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**When the current incident state is In-progress or On-Hold then remove all choices from the state field, Choices need to be removed(New, Closed).**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**When the current incident state is Resolved, then remove these all choices. Choices need to be removed(New, In-progress, On-Hold, Canceled).**

A screenshot of a computer

Description automatically generated

**When the current incident state is closed, then the state field should be Read only. A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**13.There should be a button on the incident form to create a new child incident from being on the Parent Incident form. Once created child incident immediately it should be redirect to child incident.**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**14.Create UI action button "close child incident", when we click UI action button, then automatically current incident, child incident should be closed.A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**15.There should be a button on incident form to assigned ticket to current logged in user, but if assigned to field filled with system administrator, then button should be hide, remaining users should be able to see this button.**

**For this we need to create UI Action to assign the current logged- In user automatically after clicking that button.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**16.A problem should be created when the 'is problem required?' checkbox is checked, and when the incident is resolved, the problem ID should be stored in the problem field. Additionally, the incident cannot be marked as resolved until all associated incident tasks are closed.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**17.Populates the logged-in user automatically in the caller field only for new records.**

**Implement a client script using Glide Ajax that fetches the list of active users and populates a choice list on the incident form.**

**A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**

**18.Generate and distribute scheduled reports via email.**

**take report(as per your choice)**

**create scheduled job basis creating records.**

**A screenshot of a computer

Description automatically generated**

**19.Create an incident ticket every week on Saturday in the morning 9 AM.**

**For this we need to run scheduled job on every Saturday at 9 AM.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**20.All resolved incident tickets should get close automatically on every 6 months.**

**For this one we need to run scheduled job on every 6 months.**

**A screenshot of a computer

Description automatically generated**

**A screenshot of a computer

Description automatically generated**

**21. Create new UI action to send notification to caller about incident state.A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated**