

Troubleshooting Survey Trigger Condition in ServiceNow

When a survey trigger condition in ServiceNow is not working, it could be due to various reasons such as misconfigured conditions, incorrect survey settings, or issues with the workflow. Here's a step-by-step guide to troubleshoot and fix the issue:

1. Verify Survey Configuration

- Navigate to Survey > View Surveys.
- Check the following:
 - Active State: Ensure the survey is Active.
 - Trigger Condition: Open the associated Trigger Condition and confirm that it is configured correctly.

2. Check Trigger Condition Logic

- Go to Survey > Administration > Trigger Conditions.
- Verify the following:
 - Table: Ensure the trigger is set for the correct table (e.g., Incident, Change, etc.).
 - Condition: Ensure the condition logic is correct and evaluates to true when required.

Example: `state == "Resolved"` or `priority == "1"`.

Test the Condition Manually:

- Open the table associated with the trigger (e.g., Incident).
- Create or modify a record that meets the condition.
- Use the Condition Builder to check if the condition evaluates to true.

3. Validate Survey Settings

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- Open the survey.
- Check the following:
 - Type: Ensure the survey is of type Trigger-based (not deprecated or outdated).
 - Audience: Verify that the audience field (e.g., Assigned To, Opened By) is set correctly.
 - Roles: Ensure the user triggering the survey has the necessary roles.

4. Review Notification Settings

- Surveys often send email notifications when triggered. Verify:
 - Go to System Notification > Email Notifications and check for survey-related notifications.
 - Confirm the notification's condition matches the survey trigger condition.
 - Test sending a survey manually to ensure the email template is working as expected.

5. Check Workflow or Flow Designer Logic

If the survey is triggered using a workflow or flow:

- Navigate to Workflow > Workflow Editor or Flow Designer.
- Open the workflow/flow that triggers the survey and review:
 - Trigger Condition Logic: Ensure the logic evaluates to true.
 - Survey Trigger Action: Ensure the survey action is configured correctly.
 - Logs: Check the workflow or flow execution logs to confirm whether the survey action was called.

6. Check for Errors in Logs

- Go to System Logs > All or System Logs > Error.
- Look for errors related to surveys, email notifications, or workflows.

Example: Missing roles, invalid trigger conditions, or script errors.

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7. Test Survey Trigger Manually

If everything looks correct, manually test the trigger:

- Create or modify a record that satisfies the trigger condition.
- Check if the survey is sent (email or system logs).
- If not sent:
 - Debug using the Condition Builder or Survey Debug module (if available).

8. Check for Customization or Interference

- Verify if any business rules, scripts, or other customizations are interfering with survey triggers.
- Navigate to System Definition > Business Rules.
- Look for rules on the same table that might override or conflict with the survey logic.

9. Escalate or Reach Out to Support

If the above steps don't resolve the issue:

- Check the ServiceNow documentation or community forums for known issues related to surveys.
- Escalate the issue to ServiceNow Support with relevant logs and details.