Service Now Emailer Sequence Diagram

Purpose:
To describe the script execution sequence among the files and by method.

How to read this diagram:
Top-down, left-to-right

Arrows indicate where in the script the code is going to execute. Example:
From main.py,
sn_url_to_dataframe(task_url) is called which then executes the code in service_now_api.py. If you wanted to figure out why the
sn_url_to_dataframe(task_url) method is failing, you would need to look in main.py or service_now_api.py

main.py | **service_now_api.py** | **service_now_processor.py** | **send_email_smtp.py** | **jinja_sntaks.py**

service_now_emailer()

get_all_sn_tickets()

sn_url_to_dataframe(task_url)

Service Now tasks data frame

sn_url_to_dataframe(item_url)

Service Now items data frame

process_sntasks_from_dataframe(sn_tasks[sn_tasks.columns])

Data frame with new columns, renamed columns, and removed analyst tickets

process_tasks_waiting_for_approval(sn_items, task_columns)

Data frame of tasks needing approval from managers

get_group_sntasks(tasks, assignment_group=ACE-Business)

all_tasks

create_csv()

send_email(task_df)

open_smtp_connection()

*get_requester_tasks
(dataframe=task_df, requester=r)*

*create_requester_email_body(template_file, requester_tasks
, group_email, escalation_email, queue_size, today_date)*

*send_outlook_html_mail(
smtp_obj,recipients, subject='No Subject'
, body='Test Email', copies=None, asset_path='')*

*AddImageToEmail(asset_path
, attachment_obj, asset_filename)*

close_smtp_connection()

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