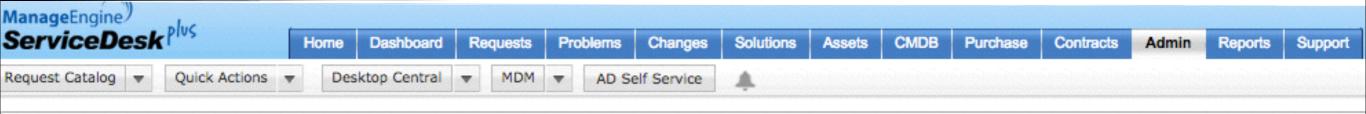
# REQUEST CUSTOM MENU

The Menu Invocation settings enables you to invoke any custom class or script file, right from the Request page through a click on the Request Actions menu. With this setting, different action menus can be created and a custom class or script file can be associated with the menu to perform specific action. The menu created here will be listed under the Actions menu in the Request Details page.





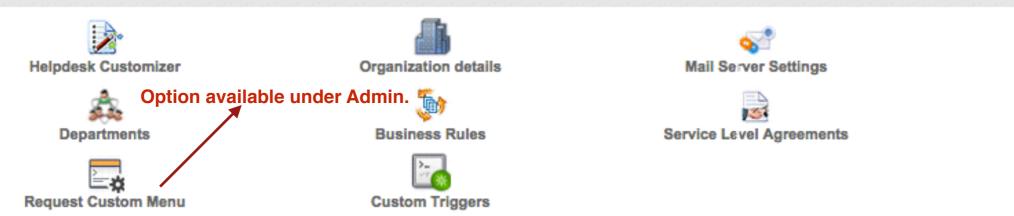
#### **Configuration Wizard**

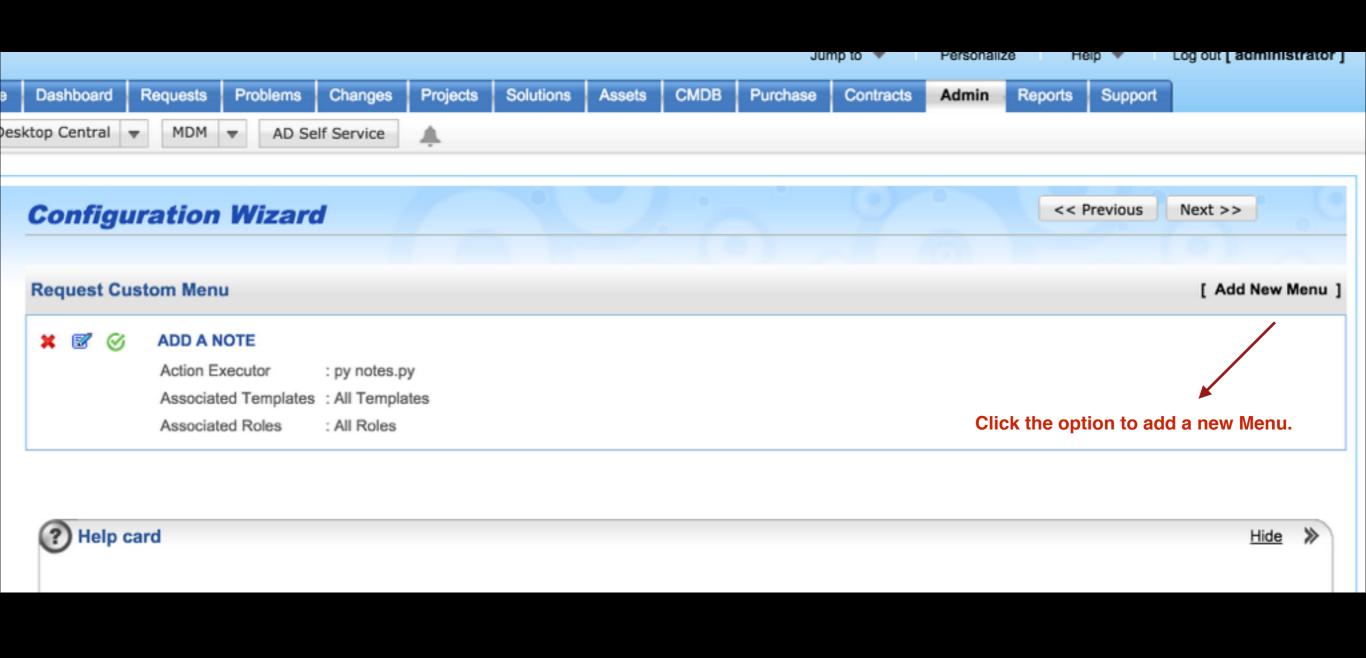
This wizard is a collection of all admin tasks. It leads you through the various configurations and customizations that are required for the system to function without any hindrance.

Regions

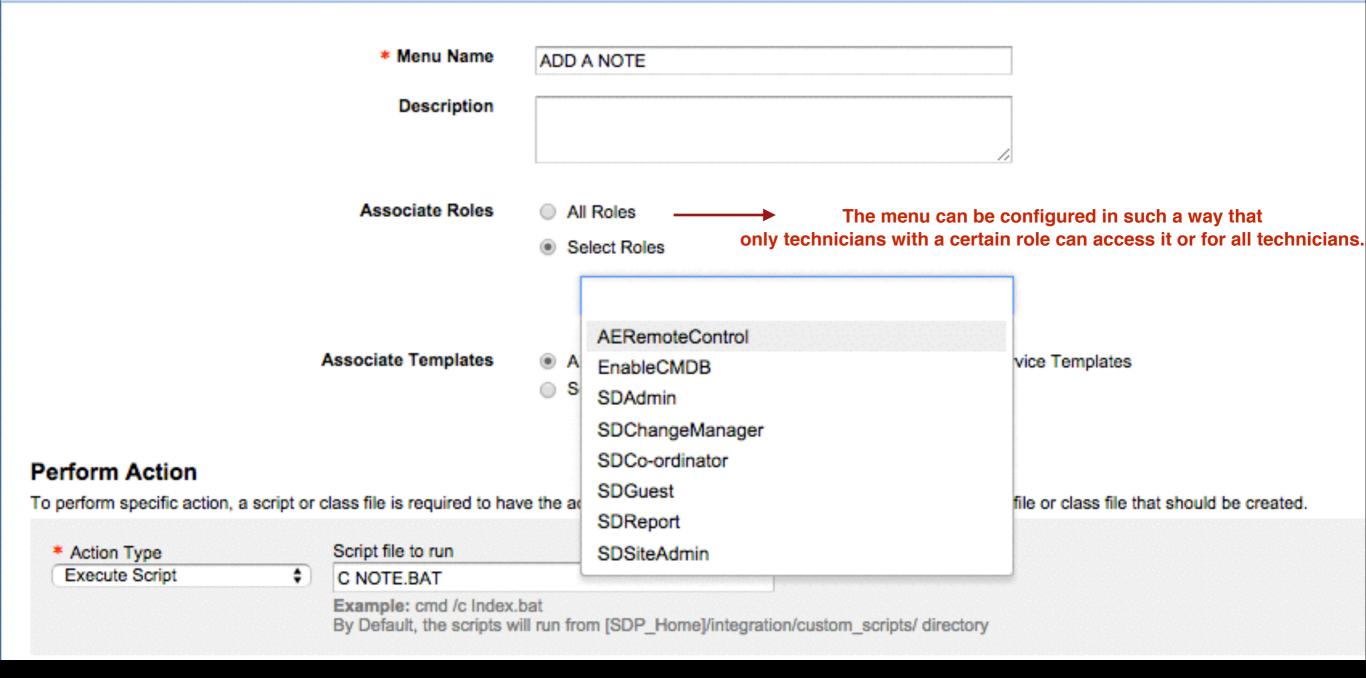
Notification Rules

#### Helpdesk

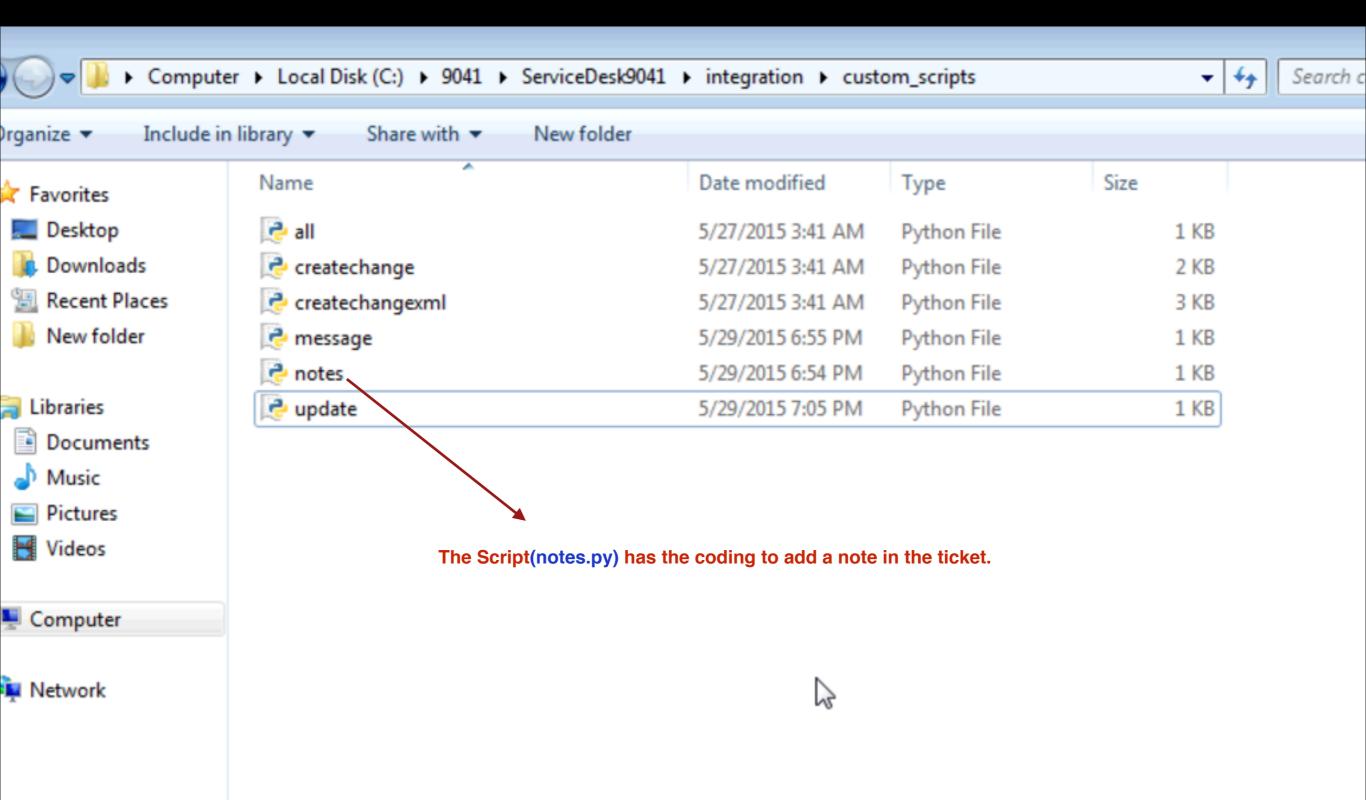




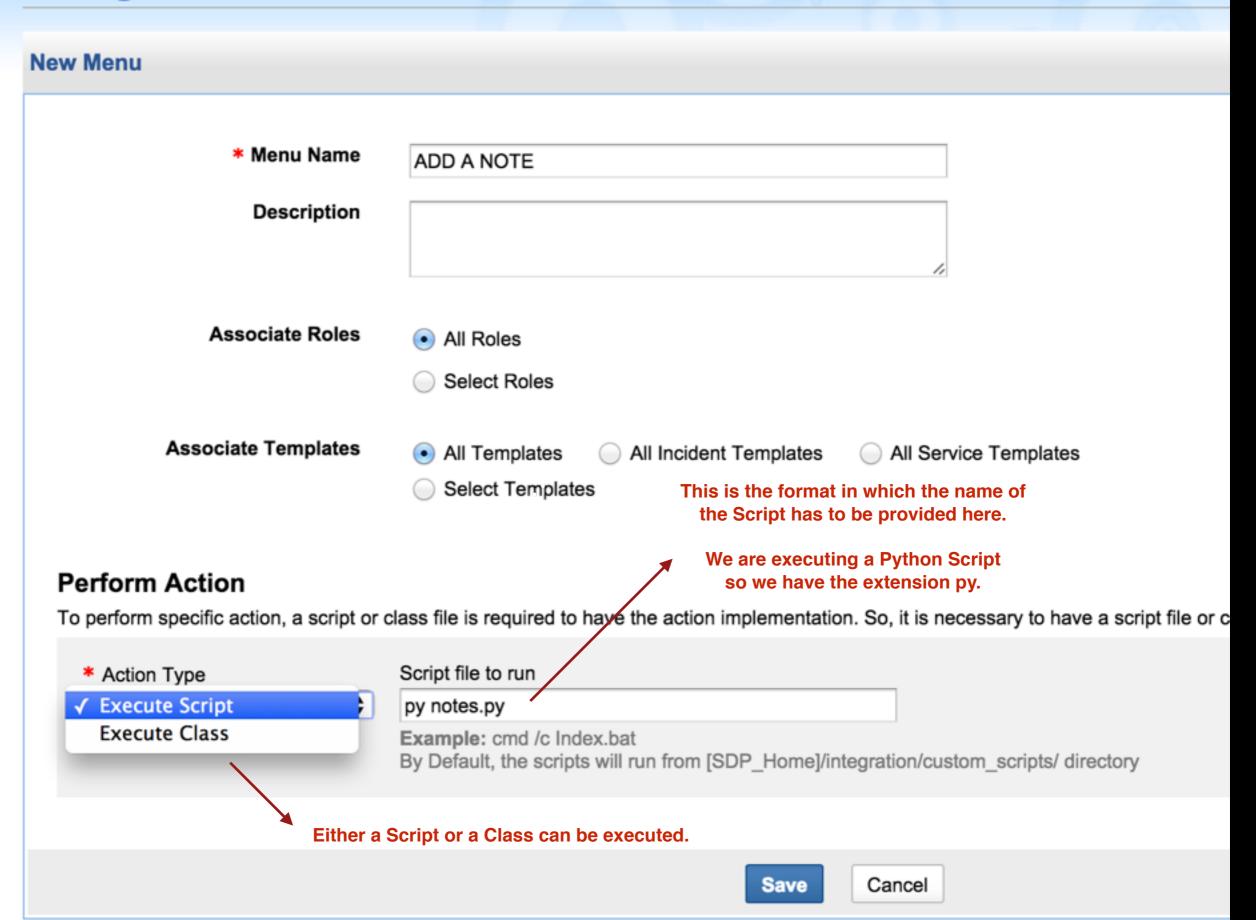
* Menu Name  Description	ADD A NOTE	
Associate Roles	All Roles	
	Select Roles	
	Select Roles	
ssociate Templates	All Templates	
	Select Templates	
	Incident Templates Service Templates Q Selected Templa	ites
	Default Request	
	Application crashes frequently	
	Email attachment problem	
	Keyboard problem	
	Mail fetching	
	Monitor display problem	
	Mouse not working	
	Network is slow	
	PC does not boot	

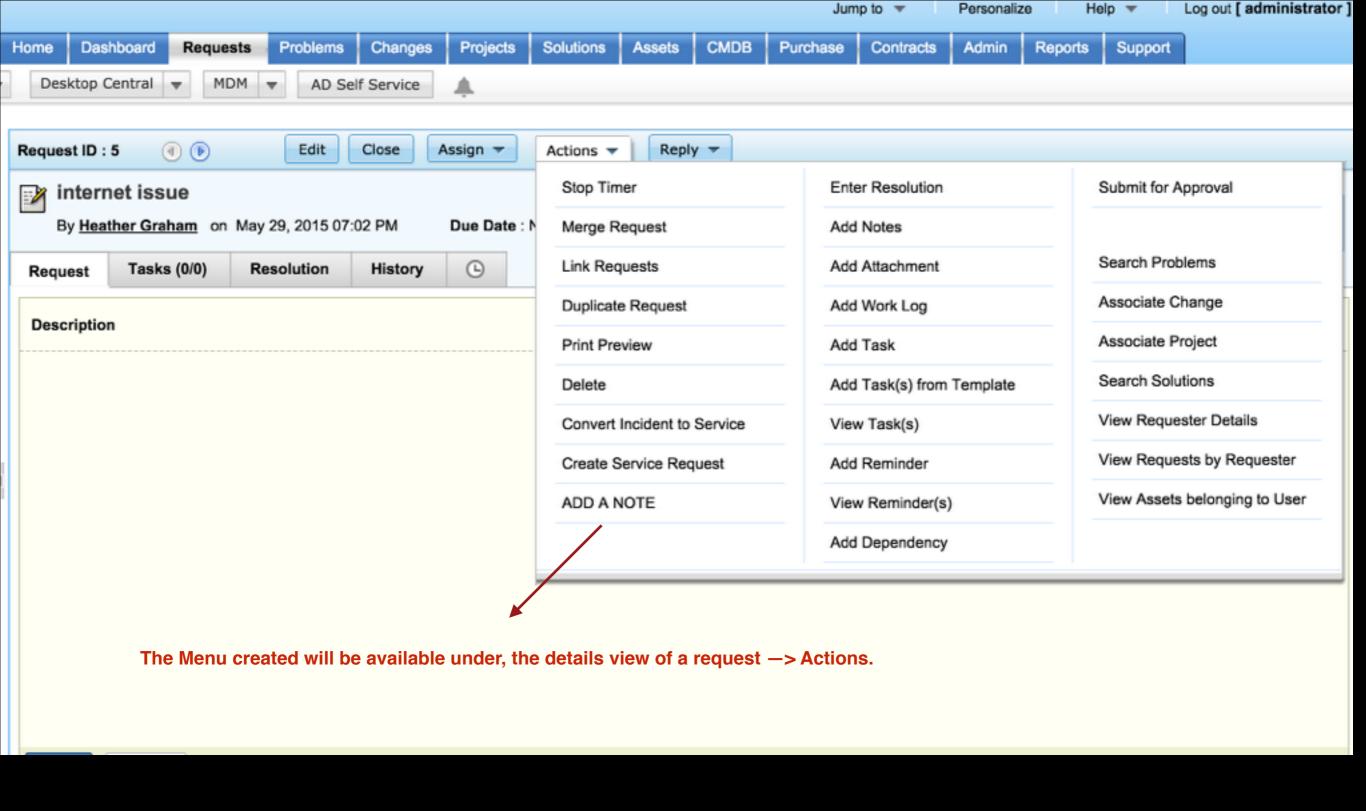


### Scripts are to be saved in this location in the ServiceDesk Plus server.



#### **Configuration Wizard**

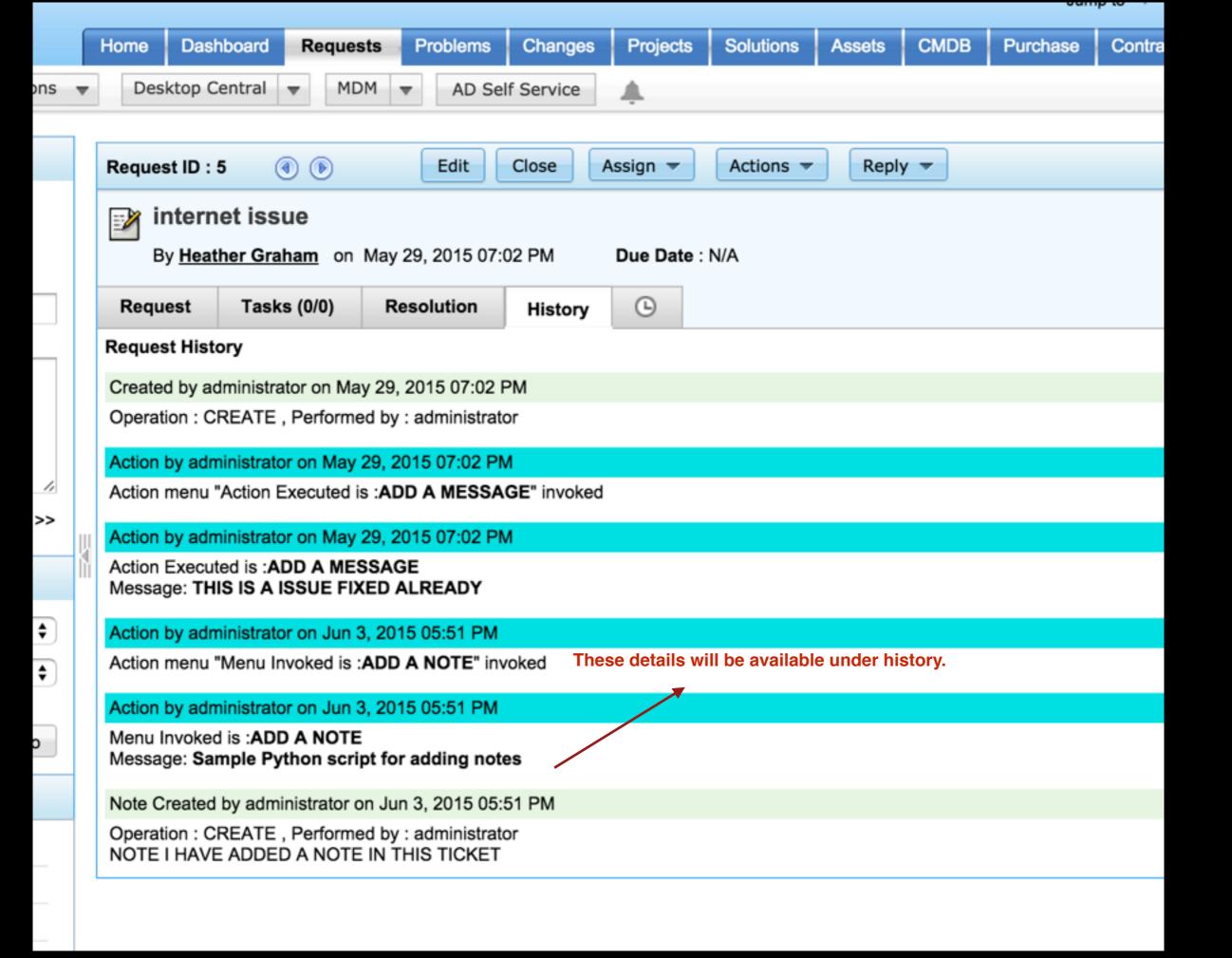




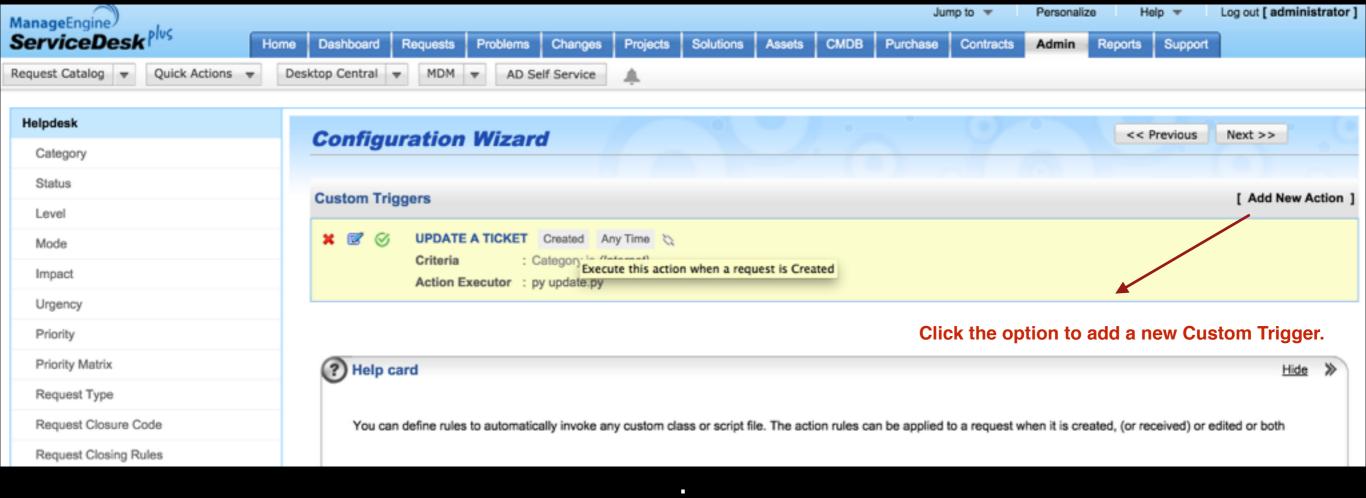
Subcategory	Not Assigned		Technician	Not Assigned	
Item	Not Assigned		Service Category	Not Assigned	
Asset	-		Created By	administrator	
Department	Not Assigned		SLA	Not Assigned	
Template	Default Request		Created Date	May 29, 2015 07:02 PM	
DueBy Date	-		Response DueBy Time	-	
Last Update Time	Jun 3, 2015 05:51 PM				
Requester Details	Edit				
Requester Name	Heather Graham 🥼		E-mail Address	_	
Contact number	925-852-2602		Mobile number	-	
Department	-		Business Impact	-	
Notes will be added once the Menu is clicked, we will also have a message showing that the script is executed.					▲T0P
Discussion Notes	Add Notes				[1 note(s)]
User: administrator	Private	·			Jun 3, 2015 05:51 PM

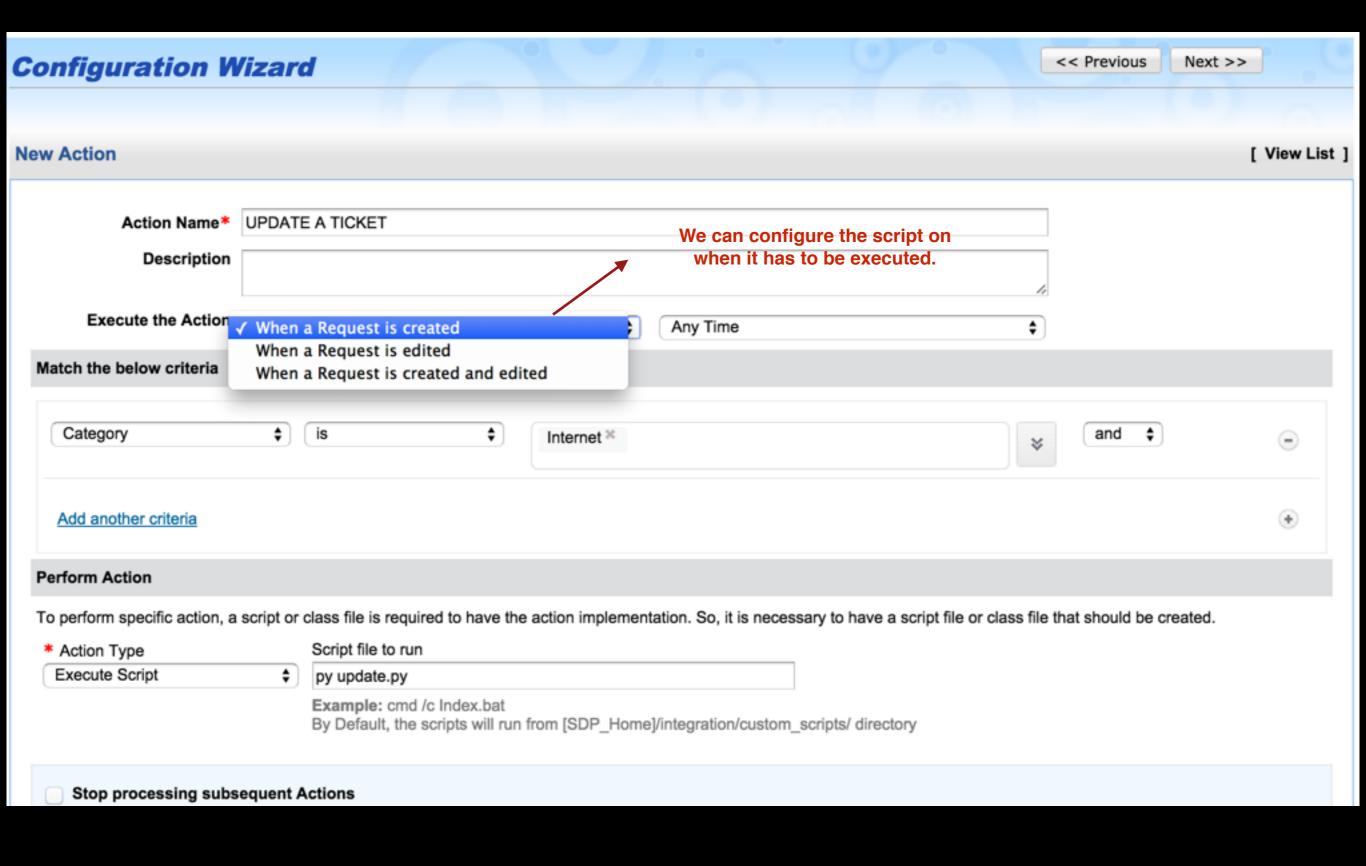
I HAVE ADDED A NOTE IN THIS TICKET

**7** 

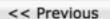


## CUSTOM TRIGGERS

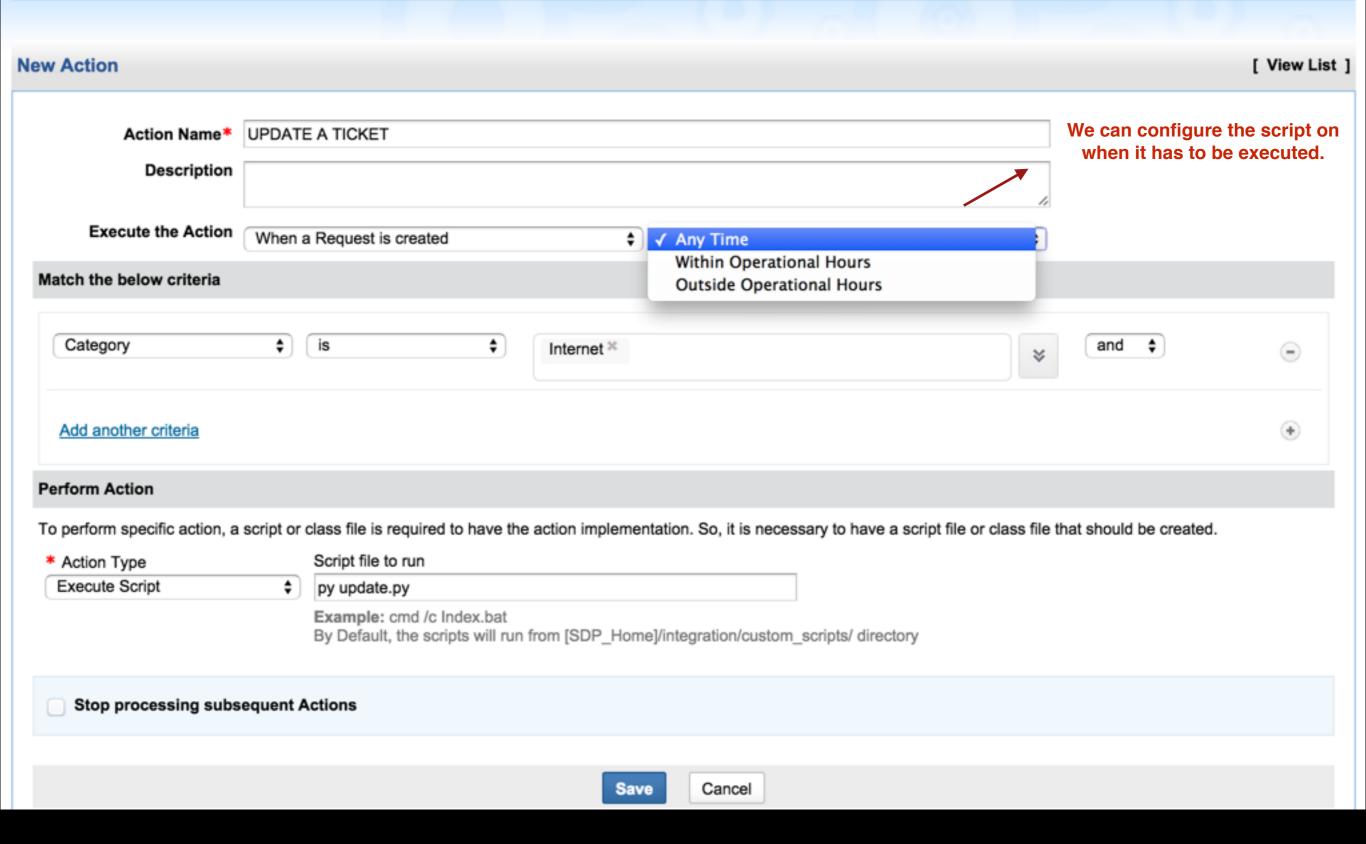




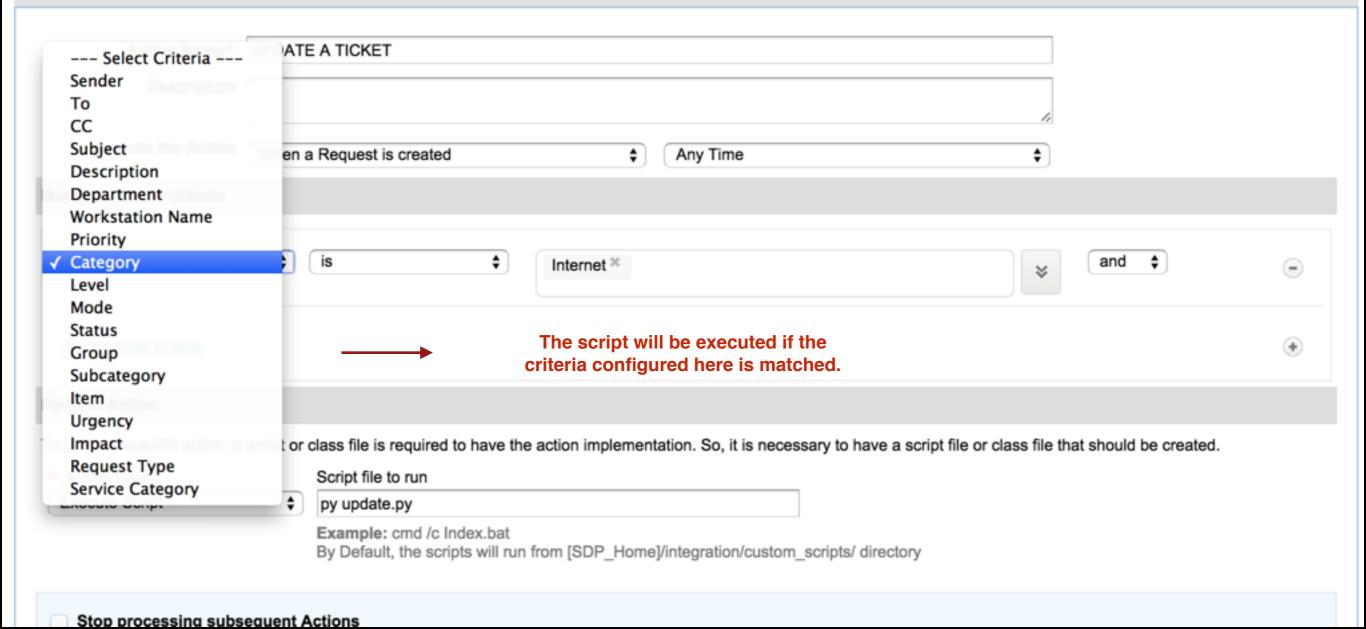
#### **Configuration Wizard**



Next >>



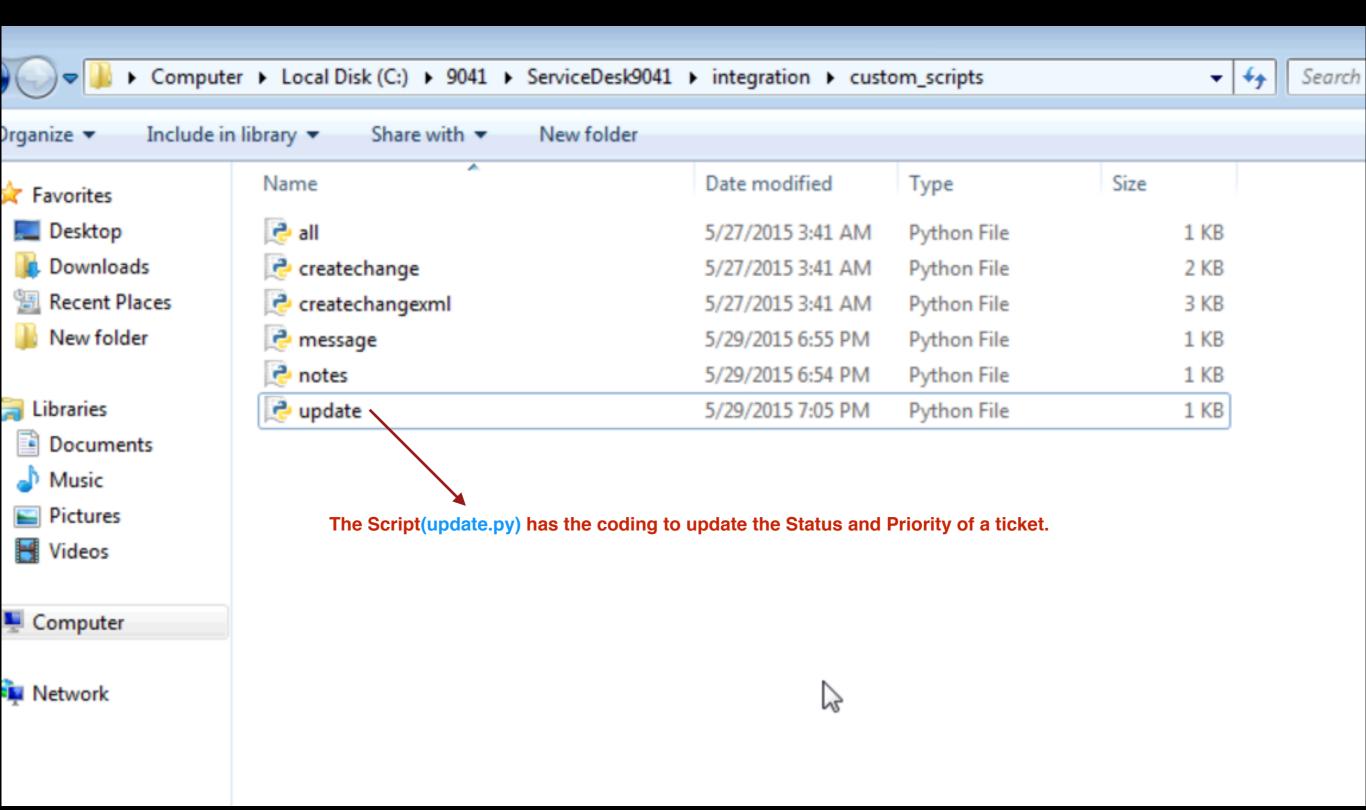
New Action [ View List ]

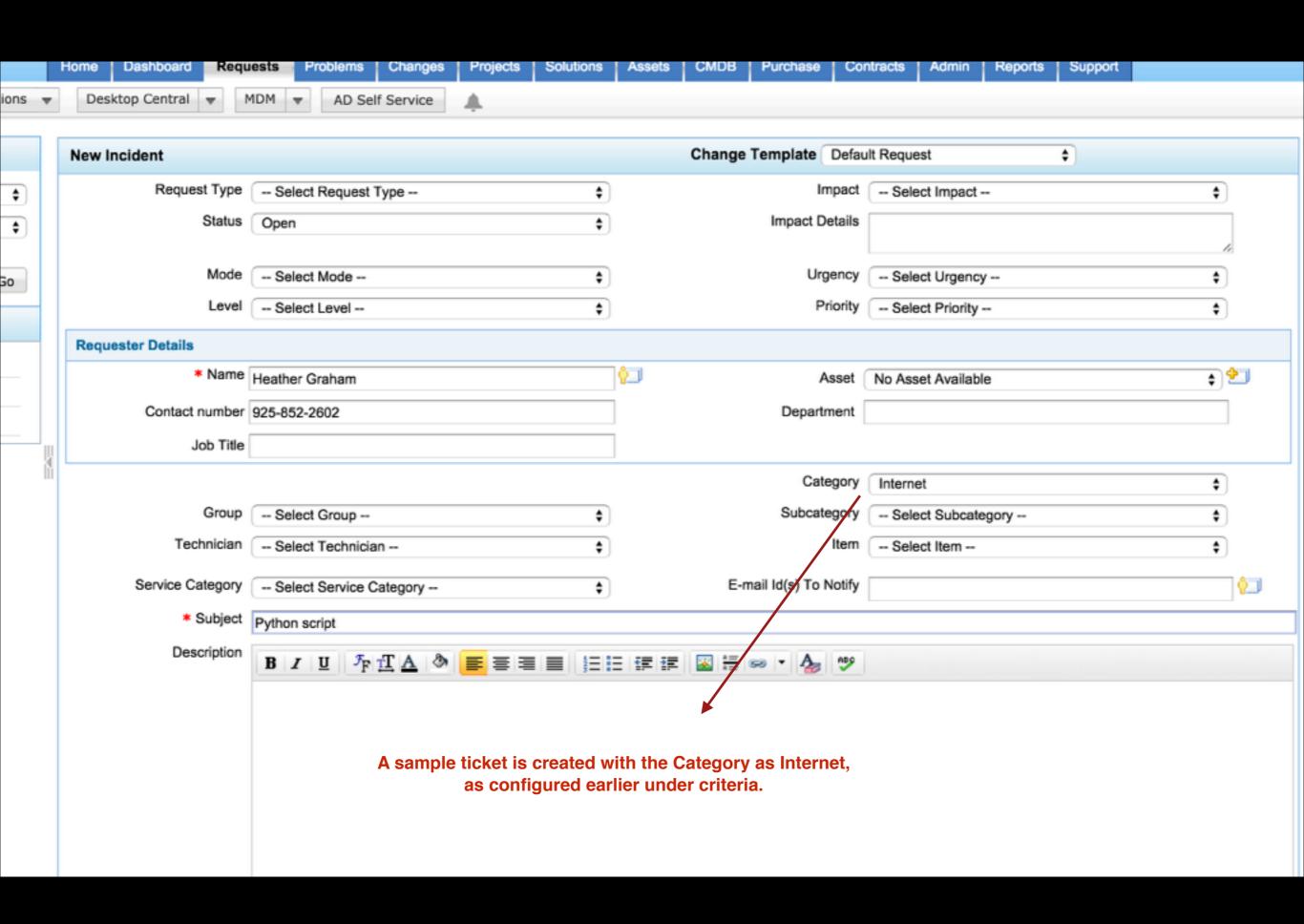


Cancel

Save

#### Scripts are to be saved in this location in the ServiceDesk Plus server.





Reply Forward The script is written to update fields in the ticket, Priority is set to normal and Status as Closed. **Request Details** Edit Request Type Not Assigned Impact Not Assigned Impact Details Status Closed Urgency Mode Not Assigned Not Assigned Priority Level Not Assigned Normal Category Group Internet Not Assigned Subcategory Technician Not Assigned Not Assigned Service Category Item Not Assigned Not Assigned Created By Asset administrator Department SLA Not Assigned Normal SLA **Created Date** Template Default Request Jun 3, 2015 06:01 PM DueBy Date **Completed Date** Jun 4, 2015 01:00 PM Jun 3, 2015 06:01 PM Resolved Date Jun 3, 2015 06:01 PM Time Elapsed Ohrs Omin Response DueBy Time Request Closure Code Not Assigned Request Closure Comments -Last Update Time Jun 3, 2015 06:01 PM

