

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.

Helpdesk



Helpdesk Customizer



Organization details



Mail Server Settings



Regions



Departments



Business Rules



Service Level Agreements



Notification Rules



Request Custom Menu



Custom Triggers

Option available under Admin.

Configuration Wizard

<< Previous

Next >>

Request Custom Menu

[Add New Menu]



ADD A NOTE

Action Executor : py notes.py
Associated Templates : All Templates
Associated Roles : All Roles



Click the option to add a new Menu.

? Help card

Hide >>

* Menu Name

Description

Associate Roles ☐ All Roles
☒ Select Roles

Associate Templates ☐ All Templates ☐ All Incident Templates ☐ All Service Templates
☒ Select Templates

Incident Templates

Service Templates

incident template

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

Selected Templates

* Menu Name

ADD A NOTE

Description

Associate Roles

☐ All Roles

☒ Select Roles

→ The menu can be configured in such a way that only technicians with a certain role can access it or for all technicians.

Associate Templates

☒ A

☐ S

AERemoteControl

EnableCMDB

SDAdmin

SDChangeManager

SDCo-ordinator

SDGuest

SDReport

SDSiteAdmin

Perform Action

To perform specific action, a script or class file is required to have the ac

file or class file that should be created.

* Action Type

Execute Script

Script file to run

C NOTE.BAT

Example: cmd /c Index.bat

By Default, the scripts will run from [SDP_Home]/integration/custom_scripts/ directory

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

Computer > Local Disk (C:) > 9041 > ServiceDesk9041 > integration > custom_scripts

Name	Date modified	Type	Size
all	5/27/2015 3:41 AM	Python File	1 KB
createchange	5/27/2015 3:41 AM	Python File	2 KB
createchangexml	5/27/2015 3:41 AM	Python File	3 KB
message	5/29/2015 6:55 PM	Python File	1 KB
notes	5/29/2015 6:54 PM	Python File	1 KB
update	5/29/2015 7:05 PM	Python File	1 KB

The Script([notes.py](#)) has the coding to add a note in the ticket.

Configuration Wizard

New Menu

* Menu Name

ADD A NOTE

Description

Associate Roles

☒ All Roles

☐ Select Roles

Associate Templates

☒ All Templates

☐ All Incident Templates

☐ All Service Templates

☐ Select Templates

This is the format in which the name of the Script has to be provided here.

Perform Action

To perform specific action, a script or class file is required to have the action implementation. So, it is necessary to have a script file or c

* Action Type

✓ Execute Script

Execute Class

Script file to run

py notes.py

Example: cmd /c Index.bat

By Default, the scripts will run from [SDP_Home]/integration/custom_scripts/ directory

We are executing a Python Script so we have the extension py.

Either a Script or a Class can be executed.

Save

Cancel

Jump to ▾PersonalizeHelp ▾Log out [administrator]

HomeDashboardRequestsProblemsChangesProjectsSolutionsAssetsCMDBPurchaseContractsAdminReportsSupport

Desktop Central ▾MDM ▾AD Self Service

Request ID : 5⏮⏭

EditCloseAssign ▾

Actions ▾Reply ▾

internet issue

By Heather Graham on May 29, 2015 07:02 PMDue Date : N

RequestTasks (0/0)ResolutionHistory🕒

Description

Stop Timer

Merge Request

Link Requests

Duplicate Request

Print Preview

Delete

Convert Incident to Service

Create Service Request

ADD A NOTE

Enter Resolution

Add Notes

Add Attachment

Add Work Log

Add Task

Add Task(s) from Template

View Task(s)

Add Reminder

View Reminder(s)

Add Dependency

Submit for Approval

Search Problems

Associate Change

Associate Project

Search Solutions

View Requester Details

View Requests by Requester

View Assets belonging to User

The Menu created will be available under, the details view of a request —> Actions.

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.

[▲ TOP](#)

Discussion Notes

[Add Notes](#)
[\[1 note\(s\)\]](#)

User: administrator	Private	Jun 3, 2015 05:51 PM
 	I HAVE ADDED A NOTE IN THIS TICKET	



Request ID : 5



Edit

Close

Assign ▼

Actions ▼

Reply ▼



internet issue

By Heather Graham on May 29, 2015 07:02 PM

Due Date : N/A

Request

Tasks (0/0)

Resolution

History



Request History

Created by administrator on May 29, 2015 07:02 PM

Operation : CREATE , Performed by : administrator

Action by administrator on May 29, 2015 07:02 PM

Action menu "Action Executed is :**ADD A MESSAGE**" invoked

Action by administrator on May 29, 2015 07:02 PM

Action Executed is :**ADD A MESSAGE**Message: **THIS IS A ISSUE FIXED ALREADY**

Action by administrator on Jun 3, 2015 05:51 PM

Action menu "Menu Invoked is :**ADD A NOTE**" invoked

These details will be available under history.

Action by administrator on Jun 3, 2015 05:51 PM

Menu Invoked is :**ADD A NOTE**Message: **Sample Python script for adding notes**

Note Created by administrator on Jun 3, 2015 05:51 PM

Operation : CREATE , Performed by : administrator

NOTE I HAVE ADDED A NOTE IN THIS TICKET

CUSTOM TRIGGERS

.

Helpdesk

Category

Status

Level

Mode

Impact

Urgency

Priority

Priority Matrix

Request Type

Request Closure Code

Request Closing Rules





Configuration Wizard

<< Previous

Next >>

Custom Triggers

[Add New Action]

   **UPDATE A TICKET** Created Any Time 

Criteria : Category is *Network*

Action Executor : py update.py

Execute this action when a request is Created

Click the option to add a new Custom Trigger.

? Help card

Hide >>

You can define rules to automatically invoke any custom class or script file. The action rules can be applied to a request when it is created, (or received) or edited or both

New Action

[\[View List \]](#)

Action Name* UPDATE A TICKET

Description

We can configure the script on
when it has to be executed.

Execute the Action

- ✓ When a Request is created
- When a Request is edited
- When a Request is created and edited

Any Time

Match the below criteria

Category

is

Internet ✕

and

[Add another criteria](#)

Perform Action

To perform specific action, a script or class file is required to have the action implementation. So, it is necessary to have a script file or class file that should be created.

* Action Type

Execute Script

Script file to run

py update.py

Example: cmd /c Index.bat

By Default, the scripts will run from [SDP_Home]/integration/custom_scripts/ directory

☐ Stop processing subsequent Actions

New Action

[View List]

Action Name* UPDATE A TICKET

Description

Execute the Action When a Request is created

- Any Time
- Within Operational Hours
- Outside Operational Hours

We can configure the script on when it has to be executed.

Match the below criteria

Category is Internet and

[Add another criteria](#)

Perform Action

To perform specific action, a script or class file is required to have the action implementation. So, it is necessary to have a script file or class file that should be created.

* Action Type Execute Script

Script file to run py update.py

Example: cmd /c Index.bat
By Default, the scripts will run from [SDP_Home]/integration/custom_scripts/ directory

☐ Stop processing subsequent Actions

Save Cancel

- Select Criteria ---
- Sender
 - To
 - CC
 - Subject
 - Description
 - Department
 - Workstation Name
 - Priority
 - ✓ Category
 - Level
 - Mode
 - Status
 - Group
 - Subcategory
 - Item
 - Urgency
 - Impact
 - Request Type
 - Service Category

UPDATE A TICKET

When a Request is created

Any Time

is

Internet

and



The script will be executed if the criteria configured here is matched.

Script file to run

py update.py

Example: cmd /c Index.bat
By Default, the scripts will run from [SDP_Home]/integration/custom_scripts/ directory

☐ Stop processing subsequent Actions

Action Name* UPDATE A TICKET

Description

Execute the Action When a Request is created Any Time

Match the below criteria

The script will be executed if the criteria configured here is matched.

Category is Internet and

[Add another criteria](#)

Perform Action

To perform specific action, a script or class file is required to have the

* Action Type Execute Script

Script file to run py update.py

Example: cmd /c Index.bat
By Default, the scripts will run

Internet *

☐ Desktop Hardware

☐ General

☒ Internet

☐ Network

☐ Operating System

☐ Printers

☐ Routers

OK Cancel

☐ Stop processing subsequent Actions

Save

Cancel

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

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update	5/29/2015 7:05 PM	Python File	1 KB

The Script(update.py) has the coding to update the Status and Priority of a ticket.

A sample ticket is created with the Category as Internet, as configured earlier under criteria.

[Reply](#)[Forward](#)**Request Details**[Edit](#)

The script is written to update fields in the ticket,
Priority is set to normal and Status as Closed.

Request Type	Not Assigned	Impact	Not Assigned
Status	Closed	Impact Details	-
Mode	Not Assigned	Urgency	Not Assigned
Level	Not Assigned	Priority	Normal
Category	Internet	Group	Not Assigned
Subcategory	Not Assigned	Technician	Not Assigned
Item	Not Assigned	Service Category	Not Assigned
Asset	-	Created By	administrator
Department	Not Assigned	SLA	Normal SLA
Template	Default Request	Created Date	Jun 3, 2015 06:01 PM
DueBy Date	Jun 4, 2015 01:00 PM	Completed Date	Jun 3, 2015 06:01 PM
Resolved Date	Jun 3, 2015 06:01 PM	Time Elapsed	0hrs 0min
Response DueBy Time	-	Request Closure Code	Not Assigned
Request Closure Comments	-	Last Update Time	Jun 3, 2015 06:01 PM

Request ID : 7

Edit

Assign ▼

Actions ▼

Reply ▼



Python script

By Heather Graham on Jun 3, 2015 06:01 PM

Due Date : Jun 4, 2015 01:00 PM

Request

Tasks (0/0)

Resolution

History



Request History

Created by administrator on Jun 3, 2015 06:01 PM

Operation : CREATE , Performed by : administrator

Action by administrator on Jun 3, 2015 06:01 PM

Action menu "Action Executed is :**UPDATE A TICKET**" invoked

Action by administrator on Jun 3, 2015 06:01 PM

Action Executed is :**UPDATE A TICKET**

Message: **Sample Python script for updating fields**

Updated by administrator on Jun 3, 2015 06:01 PM

Request Updated by administrator

Priority changed from None to Normal

DueBy Date changed from None to Jun 4, 2015 01:00 PM

SLA changed from None to Normal SLA

Closed by administrator on Jun 3, 2015 06:01 PM

Operation : CLOSE , Performed by : administrator

We will be able to view
these changes in the
history of a request.