

Extensions: Advanced customization

Q: How do I append the subject field with the content from an additional or system field?

A: Use the field and form rules and set this script to be executed "on form submit". Mentioned below is a sample script in which I have stored the current value of subject in the variable 'x' and the value from the system field in the variable 'y' and finally I have updated the subject field combining both the values.

```
var x=$CS.getValue("SUBJECT");  
var y=$CS.getText("PRIORITY");  
var subjectVal = "["+ y + "]" + x;  
$CS.setValue("SUBJECT","["+ y + "]" + x);
```

Q: Can you please show me how to create a custom menu item with a HTML file?

A: Please check this post, in this script we have provided a custom html file, you can refer that.

<https://resources.manageengine.com/resources/resource/creating-user-in-ad-manager-plus-using-custom-html-file>

Q: Can we use custom schedules to automatically assign Groups to requests? As some requests will be assigned to a technician and not to a group as such.

A: This can be achieved with a custom trigger. Please contact support@servicedeskplus.com with your requirement.

Q. We are trying to identify ways to make a particular category of requests stand out in the request list view. Is it possible using custom triggers etc., to make a type of request stand out. e.g. Can we get the high priority requests listed in red or something?

A: Please go to the request list view, click on the column choose menu and add the priority column to it. Now that should show the priority of the request in the list view along with the color code. Also, refer

Extensions: Advanced customization

the question 1 where I have explained how to append the subject with the priority.

Q: Is it possible to have a Script run once and then never run even if a field is changed? We have a script now that adds Employee name to the subject but on each ticket edit it keeps appending the employee name because the script keeps running. (For Example - New Mac for Bob Smith Bob Smith Bob Smith)

A: Use field and form rules on the event - 'on field change - Employee name' and execute a script to append the additional field value to the subject (refer question 1).

Q: Is there a script that can automatically inject form data into a task associated with the request?

A: Please check this post for the script and the procedure to achieve this requirement,

<https://resources.manageengine.com/resources/resource/python-populate-request-details-in-task-title-and-task-description>