

Background: (Helpdesk Classic)

Hot-topics were used as a simple method of quickly applying Incident information. This was achieved by pressing or dragging a 'hot topic' into the Incident window. 'Password Reset' & 'Toner cartridge replacement' are example uses of the hot topic function.

ServiceDesk Templates:

Templates are feature that in part - replicates the hot topic function found in Helpdesk Classic. And although this is largely the case - there is no such substitution for the drag-drop feature of Helpdesk 'Hot topics' onto the Incident window.

Replicating the Helpdesk drag-drop function:

The action of dragging a hot topic onto an Incident is not possible with ServiceDesk - we can achieve a similar effect with the inclusion onto the Incident window - a Category list containing the Hot topics we want to use.

By Choosing from the 'Hot topic' drop-down menu, we can force the update of fields on the Incident window with details from the Hot topic category list itself. Effectively replicating the behavior of dragging a Helpdesk Classic Hot topic onto an Incident.

Method

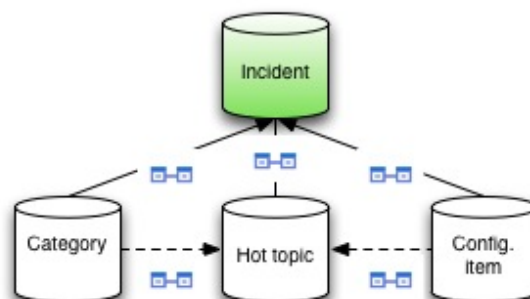
Step 1. Business Object & Relationships...

In the Incident Management module, Create a new (category behaviour) business object 'Hottopic' and establish a look-up relationship to Incident.

establish the following look-up relationships (drag each onto the Hottopic object).

Incident Management.Category

Configuration Management.Configuration Item



Step 2. Create Attributes...

These attributes will be used to build Hot-topic profiles.

'Hot-topic name' (String *isname*)

'Description' String (-1)

'Summary' String (255)

'Close on creation' Boolean (Default = False)

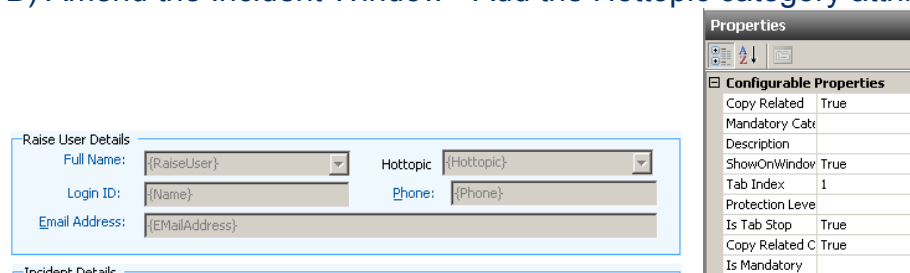
'Resolve on creation' Boolean (Default = False)

Step 3. Window Management...

A) Create and add the attributes (from Step 2) to a Hottopic Window.



B) Amend the Incident Window - Add the Hottopic category attribute.



Configurable Properties	
Copy Related	True
Mandatory Category	
Description	
ShowOnWindow	True
Tab Index	1
Protection Level	
Is Tab Stop	True
Copy Related Object	True
Is Mandatory	

C) Set the properties of the Hottopic attribute - 'Copy Related' = True & 'Copy Related Object' = True.

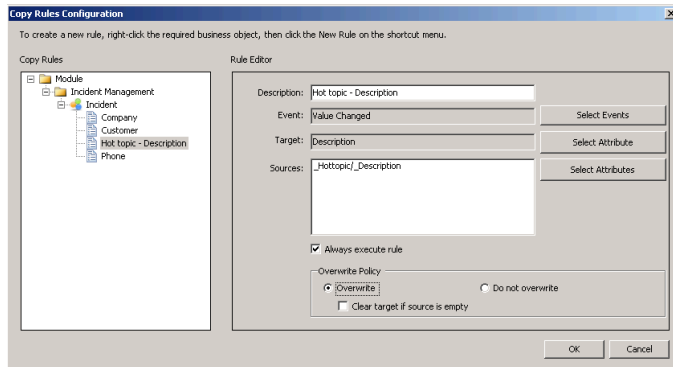
Note. Step C will need to be completed for each Window you intend to make Hot topics available on.

Step 4. Business Object Copy Rules...

Using Window Manager, open the Incident Management module and select the 'Incident' Object.

Press 'Business Object Copy Rules' from the actions (The Copy Rules Configuration window opens).

Expand the Copy Rules Tree. Right Click 'Incident' and select 'New Rule'.



Create the following six rules...

The rules determine what information will be copied and when the copy occurs.

1.
 - Description = 'Hot topic - Description'
 - Event ='Value Changed'
 - Target ='Description'
 - Sources ='_ Hottopics/_ Details'
 - Always execute rule = True
 - Overwrite Policy = Overwrite
 - Clear Target if source is empty = False

2.
 - Description = 'Hot topic - Summary'
 - Event ='Value Changed'
 - Target ='Title'
 - Sources ='_ Hottopics/_ Summary'
 - Always execute rule = True
 - Overwrite Policy = Overwrite
 - Clear Target if source is empty = False

3.
 - Description = 'Hot topic - Category'
 - Event ='Value Changed'
 - Target ='Category'
 - Sources ='_ Hottopics/_ Category'
 - Always execute rule = True
 - Overwrite Policy = Overwrite
 - Clear Target if source is empty = False

4.
 - Description = 'Hot topic - CI'
 - Event ='Value Changed'
 - Target ='ConfigurationItem'
 - Sources ='_ Hottopics/_ Configitem'
 - Always execute rule = True
 - Overwrite Policy = Overwrite
 - Clear Target if source is empty = False

5.
Description = 'Hot topic - Close on Creation'
Event ='Value Changed'
Target ='_CloseOnCreation'
Sources ='_Hottopics/_Closeoncreation'
Always execute rule = True
Overwrite Policy = Overwrite
Clear Target if source is empty = False

6.
Description = 'Hot topic - Close on Resolve'
Event ='Value Changed'
Target ='_ResolveOnCreation'
Sources ='_Hottopics/_Resolveoncreation'
Always execute rule = True
Overwrite Policy = Overwrite
Clear Target if source is empty = False

Step 5. Administration...

Using the Administration tool, Create your Hot topics by Adding records to the Incident Management.Hottopic Category list.

TESTING:

Log an Incident and make a selection from the 'Hot topic' menu. Notice the Attribute values changing on the Incident window.

Over to you...

Colin Hinks 2012