Moveworks

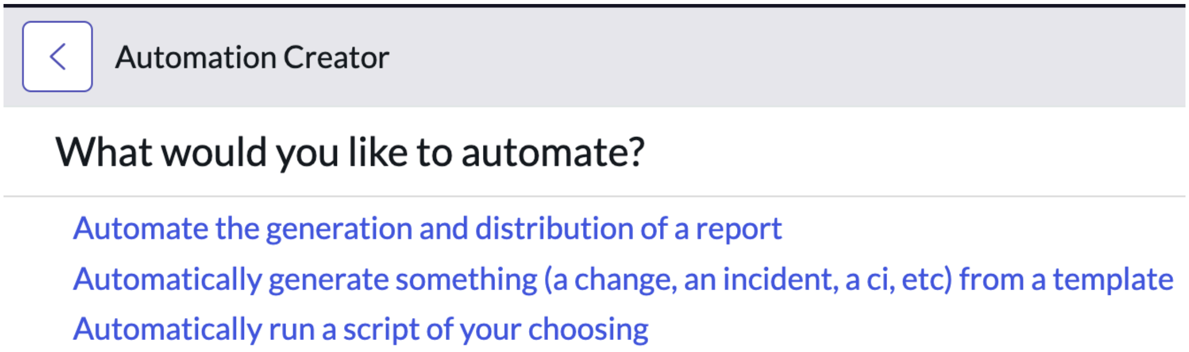
# Moveworks Creator Studio - Events: Agent Nudge

## Requirements:

- Install the Moveworks API SDK
- Have access to Moveworks Creator Studio

## Set up Steps:

1. Navigate to Scheduled jobs and select **New**
2. Select: **Automatically run a script of your choosing**



Automation Creator

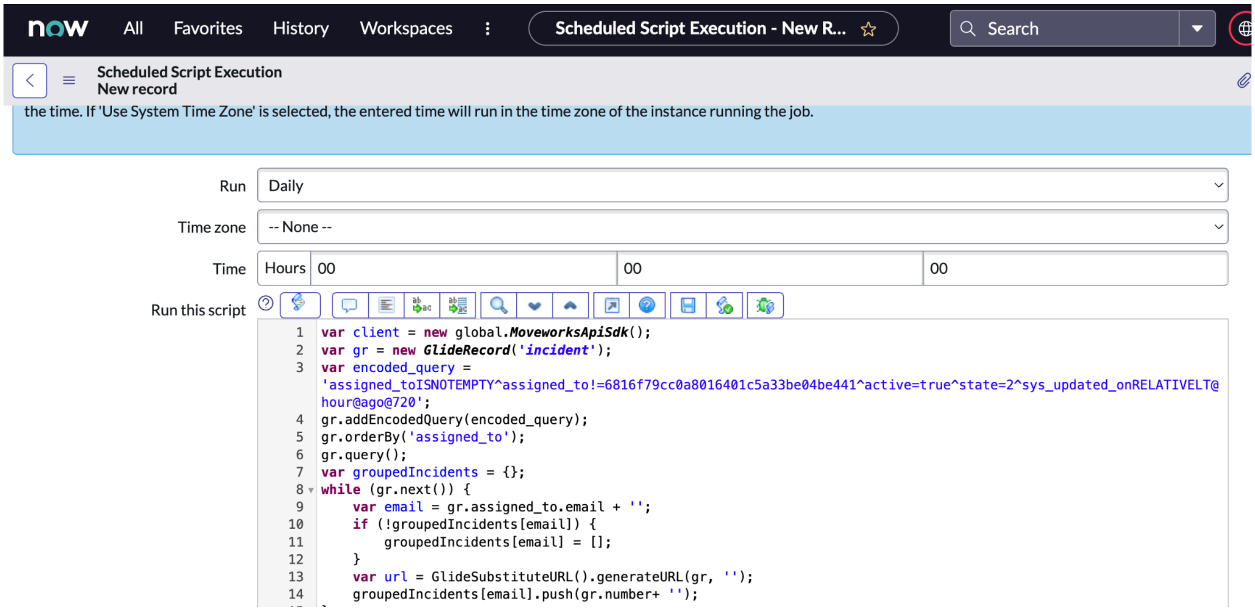
What would you like to automate?

Automate the generation and distribution of a report

Automatically generate something (a change, an incident, a ci, etc) from a template

Automatically run a script of your choosing

3. Once you have verified your logic, paste the script



Scheduled Script Execution
New record

the time. If 'Use System Time Zone' is selected, the entered time will run in the time zone of the instance running the job.

Run: Daily

Time zone: -- None --

Time: Hours 00 | 00 | 00

Run this script

```
var client = new global.MoveworksApiSdk();
var gr = new GlideRecord('incident');
var encoded_query =
'assigned_toISNOTEMPTY^assigned_to!=6816f79cc0a8016401c5a33be04be441^active=true^state=2^sys_updated_onRELATIVELT@
hour@ago@720';
gr.addEncodedQuery(encoded_query);
gr.orderBy('assigned_to');
gr.query();
var groupedIncidents = {};
while (gr.next()) {
    var email = gr.assigned_to.email + '';
    if (!groupedIncidents[email]) {
        groupedIncidents[email] = [];
    }
    var url = GlideSubstituteURL().generateURL(gr, '');
    groupedIncidents[email].push(gr.number+ '');
```

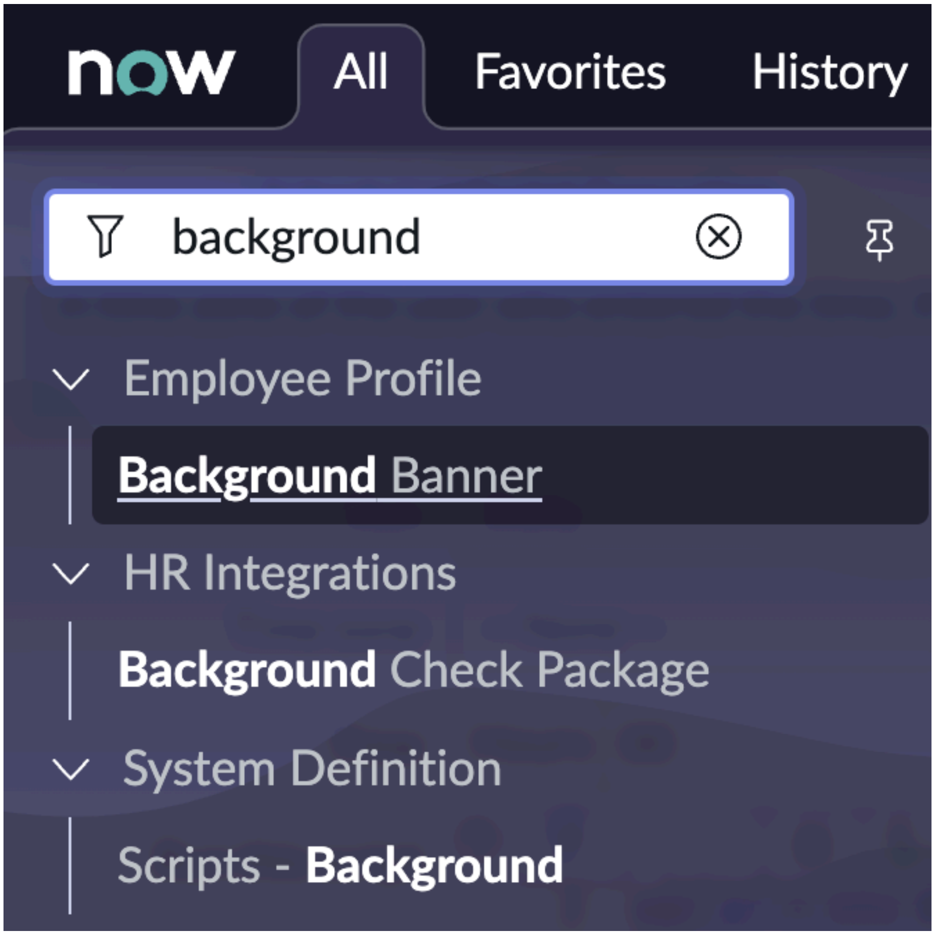
**Example Script:**

```
var client = new global.MoveworksApiSdk();
var gr = new GlideRecord('incident');
var encoded_query =
'assigned_toISNOTEMPTY^assigned_to!=6816f79cc0a8016401c5a33be04be441^
active=true^state=2^sys_updated_onRELATIVELT@hour@ago@720';
gr.addEncodedQuery(encoded_query);
gr.orderBy('assigned_to');
gr.query();
var groupedIncidents = {};
while (gr.next()) {
    var email = gr.assigned_to.email + '';
    if (!groupedIncidents[email]) {
        groupedIncidents[email] = [];
    }
    var url = GlideSubstituteURL().generateURL(gr, '');
    groupedIncidents[email].push(gr.number+ '');
}

for (var email in groupedIncidents) {
    gs.log('Prepared the following message to send to: '+ email)
    var message = "Please respond to the following tickets that are
overdue and pending your action.: ";
    message +=  groupedIncidents[email].join('<br>');
    gs.log(message);
    // client.send_message(recipients, msg, event_id);
    // handle failures appropriately

}
```

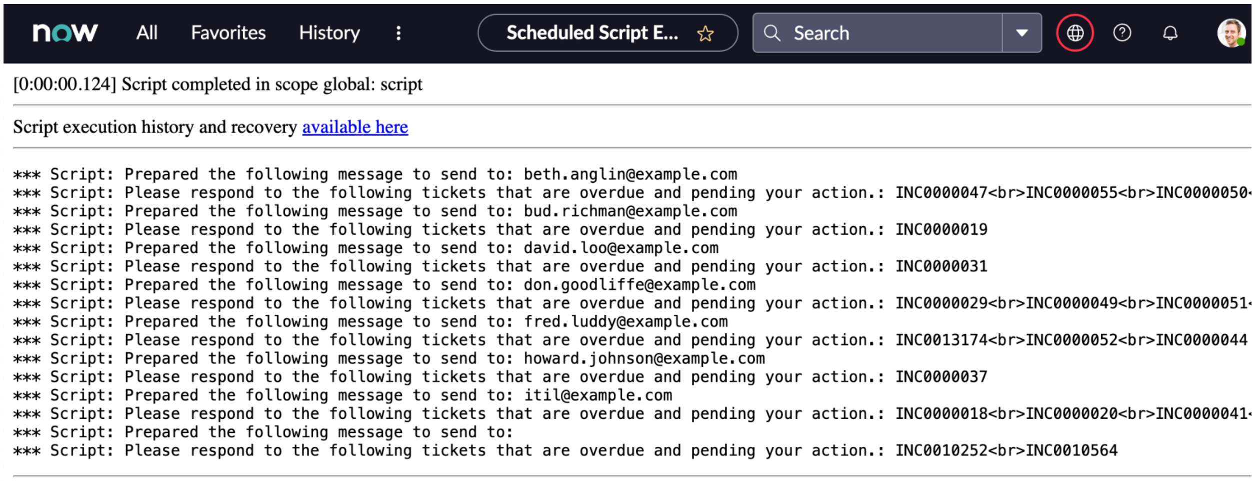
## Testing instructions:

When testing, make sure you use a test API key scoped to only message a subset of test users.

You can test the script using Background Scripts, which allow you to run server side code in ServiceNow.



**For example, running the example script above, shows the example messages that would be sent out:**



[0:00:00.124] Script completed in scope global: script

Script execution history and recovery available here

```
*** Script: Prepared the following message to send to: beth.anglin@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000047<br>INC0000055<br>INC0000050
*** Script: Prepared the following message to send to: bud.richman@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000019
*** Script: Prepared the following message to send to: david.loo@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000031
*** Script: Prepared the following message to send to: don.goodliffe@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000029<br>INC0000049<br>INC0000051
*** Script: Prepared the following message to send to: fred.luddy@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0013174<br>INC0000052<br>INC0000044
*** Script: Prepared the following message to send to: howard.johnson@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000037
*** Script: Prepared the following message to send to: itil@example.com
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0000018<br>INC0000020<br>INC0000041
*** Script: Prepared the following message to send to:
*** Script: Please respond to the following tickets that are overdue and pending your action.: INC0010252<br>INC0010564
```

When moving the script to production, be sure to uncomment the **client.send_message** portion of the script.