

Support for SRD Actions in Smart IT

When you create a service request via smart recorder it would be very helpful if the configured Actions will be supported in Smart-IT as well.

The screenshot displays the BMC Service Request Management Question Management interface. The top navigation bar includes "Questions", "Actions", "Variable Mapping", and "SR Field Mapping". The "Actions" tab is active, showing a list of actions on the left and a detailed configuration form on the right.

Actions List:

| Title | Trigger |
|-------|---------|
|-------|---------|

Action Information:

Action Details

Title:

Trigger:

Qualification: () AND OR

QUESTIONS = Text Add

Type: Autofill

Autofill Details

Form Name:

Qualification: () AND OR

FIELDS = Questions Add

Mappings:

Field* → Response* Add

| Field | Response |
|-------|----------|
|-------|----------|

Apply

Close