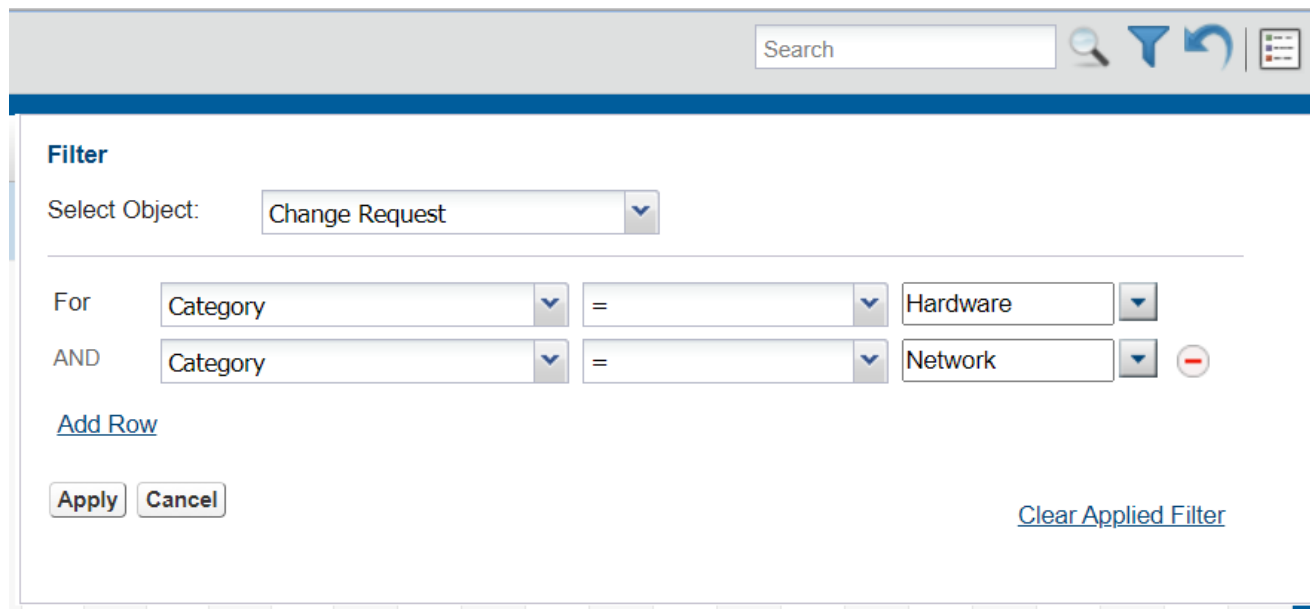


Advanced logic support for Change Schedule, CMDB Advanced Filters and Suggested Owners & Queue Auto Assignment

'Change Schedule' and 'CMDB Advance Filter', should support OR operator along with advanced rule logic. Currently we are able to create the filter conditions using AND operator and not able to join the conditions using OR operator. In 'Suggested Owners & Queue Auto Assignment' supports both the operators, however to build the complex condition it should support the advanced rule logic.

Change Schedule:

Basic use case is to be able to view changes scheduled for 'Hardware' and 'Network' Categories. So condition would be Category='Hardware' OR Category='Network'



The screenshot shows a web-based filter configuration interface. At the top right, there is a search bar and several utility icons (magnifying glass, funnel, refresh, and a grid). Below this is a section titled "Filter". Under "Filter", there is a "Select Object:" dropdown menu currently set to "Change Request". Below this, there are two rows of filter conditions. The first row is labeled "For" and contains a dropdown menu set to "Category", followed by an equals sign "=" dropdown, and another dropdown menu set to "Hardware". The second row is labeled "AND" and contains a dropdown menu set to "Category", followed by an equals sign "=" dropdown, and another dropdown menu set to "Network". To the right of the second row is a minus sign icon. Below the filter conditions, there is a link labeled "Add Row". At the bottom left, there are "Apply" and "Cancel" buttons. At the bottom right, there is a link labeled "Clear Applied Filter".

CMDB Advance Filter:

Basic use case is to view CI for 'New York Office' and 'London Office' Locations. So condition would be Location='New York Office' OR Location=' London Office'

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Advanced Search

For: Class Name = BMC_BaseElement

AND Location = New York Office

AND Location = London Office

+ Add Row - Clear All Criteria

Clear Search Save Criteria Cancel Apply

Suggested Owners & Queue Auto Assignment:

Suggested Owners & Queue Auto Assignment, should support advanced rule logic to build the rules, with complex conditions.

Example: We want a rule that should get apply to all the incident, if Category is Hardware or Impact is High but Country should be United States.

Rule: Country = United States **AND** Category = Hardware **OR** Impact = High

However this rule will get applied to all the incident where Impact is High, irrespective of Category and Country value. We can achieve this using advance filter logic.

New Rule: Country = United States **AND** (Category = Hardware **OR** Impact = High)

i.e. 1 AND (2 OR 3)

Suggested Owner & Queue Assignment Rules

Suggestion Title * Assignment for US queue

Condition #	Field Name	Operator	Value	Logical Operator
1	Country	=	United States	AND
2	Category	=	Hardware	OR
3	Impact	=	HIGH	OR
4	Priority	=	1	NONE

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Change Schedule, CMDB Advance Filter and **Suggested Owners & Queue Auto Assignment** should support the Advance filter rule logic