Automated Data Enrichment Using the STORM PM engine

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STORM
powered by OTRS

New activity types in STORM powered by OTRS

Script task activity

- TicketCustomerSet
- TicketResponsibleSet
- TicketStateSet
- DynamicFieldSet
- TicketLockSet
- TicketSLASet
- TicketTitleSet
- TicketArticleCreate
- TicketOwnerSet
- TicketSendEmail
- TicketTypeSet
- TicketCreate
- TicketQueueSet
- TicketServiceSet
- SystemCall

SystemCall Script task



Edit Activity "Perform whois"

Cancel & close

Please note, that changing this activity will affect the following processes: System Call

▼ Activity

* Activity name: Perform whois

* Activity type: Script task activity

Activity description:

Activity error code:

Define a custom error code for script or service task activities. The custom error code must be a positive integer number.

Can start processes in: Agent Interface

▼ Script Settings

Please select the script which should be triggered immediately if this activity is set.

* Script: SystemCall Configure

Save or Save and finish

STORM powered by OTRS™

SystemCall Script task – outbound XSLT mapping

Outbound: XSLT Mapping

* Template:

```
1  <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
2      <xsl:template match="/">
3          <xsl:copy>
4              <RootElement>
5                  <Command>ls</Command>
6                  <Arguments>-la</Arguments>
7                  <Arguments>/opt</Arguments>
8              </RootElement>
9          </xsl:copy>
10     </xsl:template>
11 </xsl:stylesheet>
```

SystemCall Script task – inbound XSLT mapping

Inbound: XSLT Mapping

* Template:

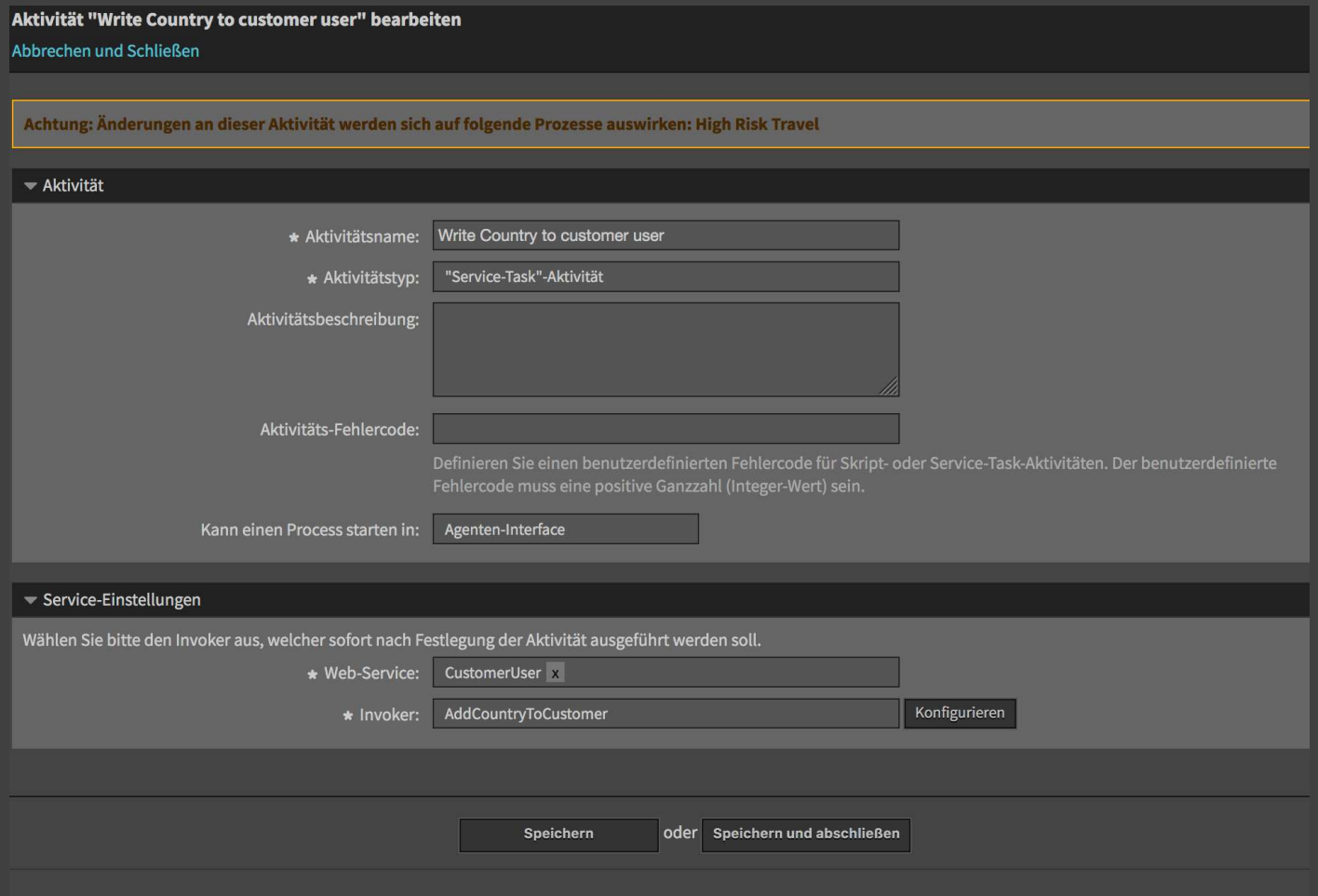
```
1  <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
2      <xsl:template match="/">
3          <xsl:copy>
4              <RootElement>
5                  <Ticket>
6                      <Title><xsl:value-of select="//Output" /></Title>
7                  </Ticket>
8              </RootElement>
9          </xsl:copy>
10     </xsl:template>
11 </xsl:stylesheet>
```

New activity types in STORM powered by OTRS

Service task activity

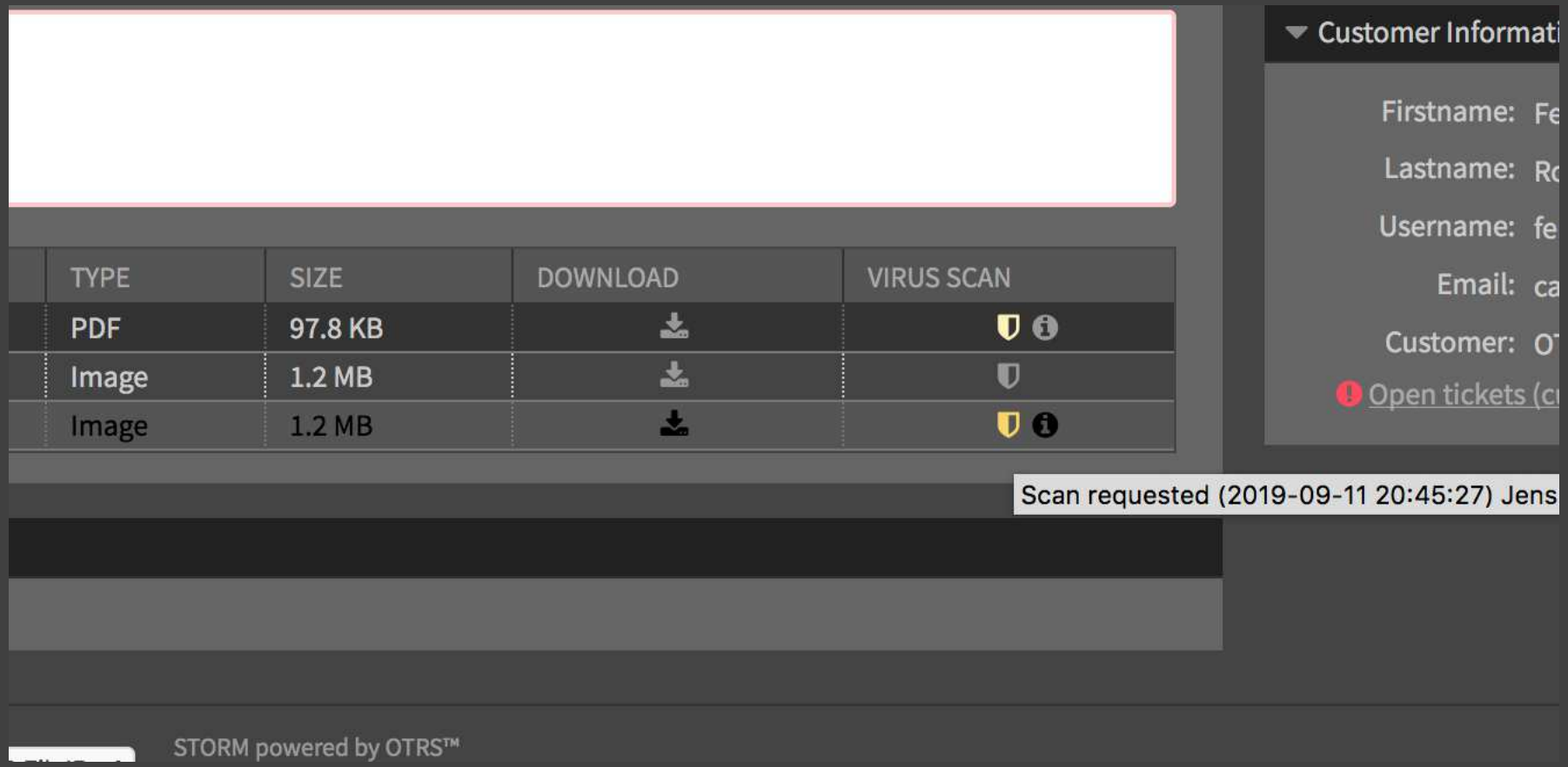
Allows direct usage of webservice invokers



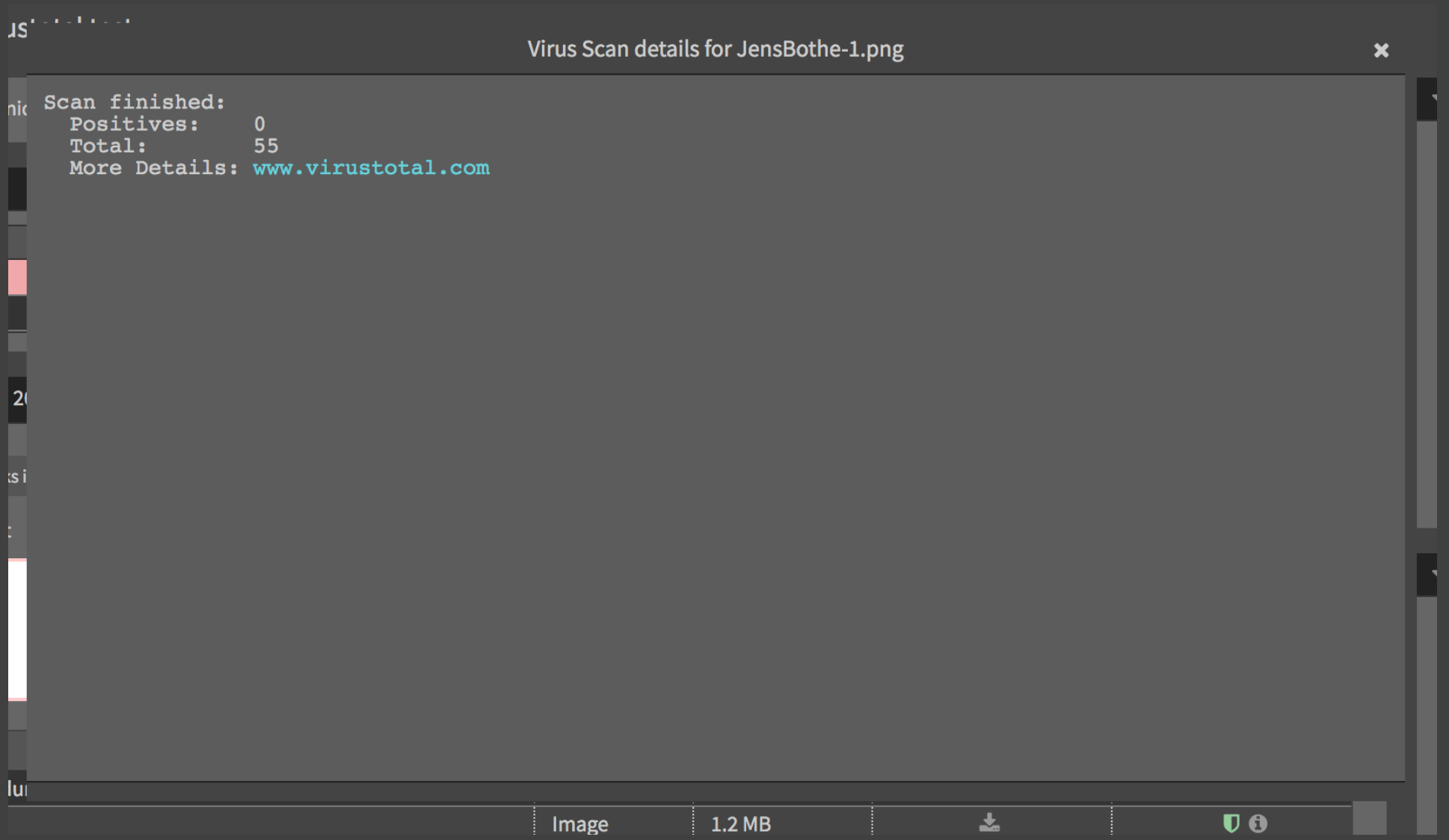


Attachment Actions in STORM powered by OTRS

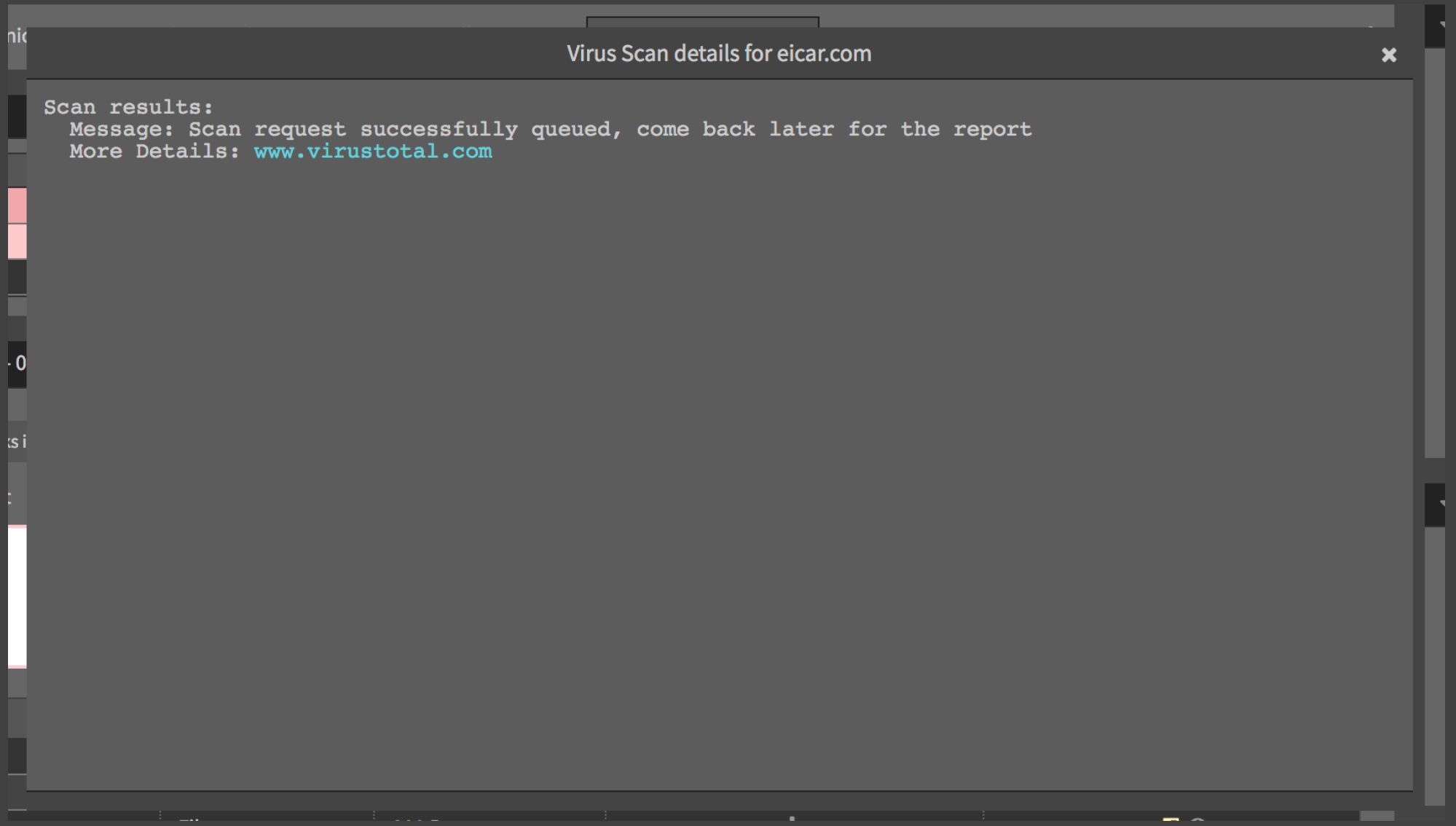
Webservice Invoker or build in Virusstotal interface



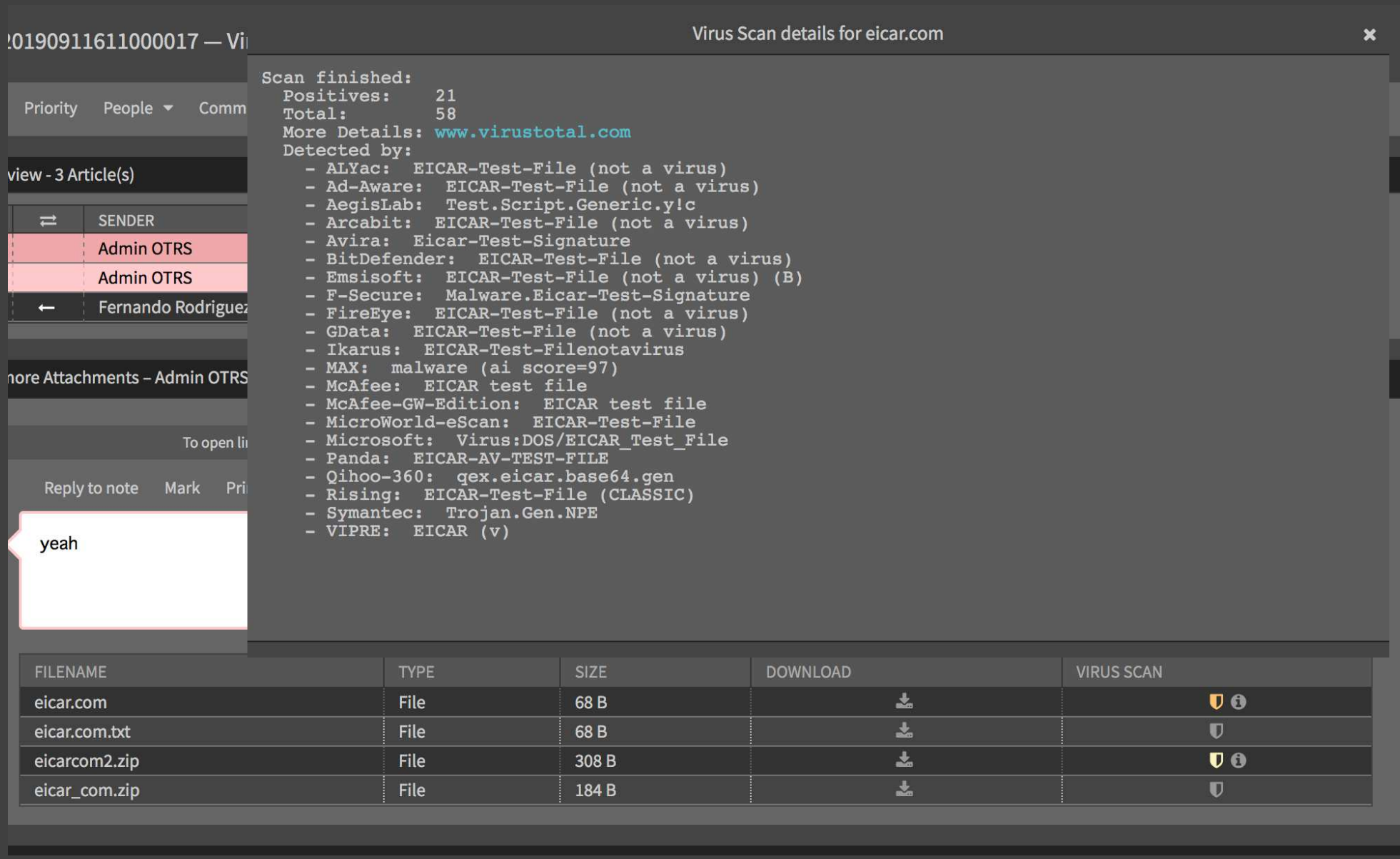
Virustotal Attachment Action



Virustotal Attachment Action



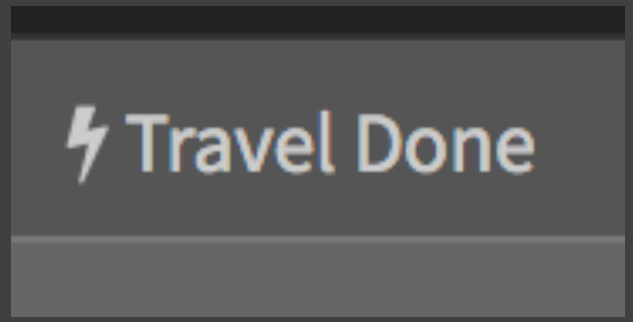
Virustotal Attachment Action



Direct Action

Allows one click Dialogues in the process

- back or next buttons
- Fast approval
- Running scripts via Generic Agent or script and service tasks



Webservice Access to the Kernel API

Allows access to all functions of OTRS via Webservice

- Updating customers
- Creation of objects
- ...

Loopback Webservices

Allows communication between objects and layers via Webservice

- Updating parent ticket
- Creation of Cis
- Updating of Cis
- Updating of Dynamic Fields on other objects e.g. Customers

Time for a demo