Automated Data Enrichment Using the STORM PM engine

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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"

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**: 

**Script Settings**

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

- **Script**: SystemCall

Save | Off | Save and finish
SystemCall Script task – outbound XSLT mapping

```xml
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
  <xsl:template match="/">
    <xsl:copy>
      <RootElement>
        <Command>ls</Command>
        <Arguments>-la</Arguments>
        <Arguments>/opt</Arguments>
      </RootElement>
    </xsl:copy>
  </xsl:template>
</xsl:stylesheet>
```
SystemCall Script task – inbound XSLT mapping

```xml
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
  <xsl:template match="/">
    <xsl:copy>
      <RootElement>
        <Ticket>
          <Title><xsl:value-of select="//Output" /></Title>
        </Ticket>
      </RootElement>
    </xsl:copy>
  </xsl:template>
</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
Scan finished:
Positives: 0
Total: 55
More Details: [www.virustotal.com](http://www.virustotal.com)
Scan results:
Message: Scan request successfully queued, come back later for the report
More Details: www.virustotal.com
Virustotal Attachment Action

Scan finished:
- Positives: 21
- Total: 58
- More Details: www.virustotal.com

Detected by:
- ALYac: EICAR-Test-File (not a virus)
- Ad-Aware: EICAR-Test-File (not a virus)
- AeginLab: Test.Script.Generic.yic
- Arcabit: EICAR-Test-File (not a virus)
- Avira: Eicar-Test-Signature
- Bitdefender: EICAR-Test-File (not a virus)
- Emsisoft: EICAR-Test-File (not a virus) (B)
- F-Secure: Malware.Eicar-Test-Signature
- FireEye: EICAR-Test-File (not a virus)
- GData: EICAR-Test-File (not a virus)
- Ikarus: EICAR-Test-Vilenotavirus
- K7: malware (ai score=97)
- McAfee: EICAR test file
cryp: EICAR test file
- Microsoft: Virus:DOS/EICAR_Tes
- MicroWorld-eScan: EICAR-Test-File
- Microsoft: Viru
- Panda: EICAR-TEST-FILE
- Qihoo-360: qex.eicar.base64.g
- Rising: EICAR-TEST-File (CLASSIC)
- Symantec: Trojan.Gen.NPE
- VIPRE: EICAR (v)

FILENAME | TYPE | SIZE | DOWNLOAD | VIRUS SCAN
--------|------|------|----------|-----------
eicar.com | File | 68 B |         | ✓         |
eicar.com.txt | File | 68 B |         | ✓         |
eicarcom2.zip | File | 308 B |         | ✓         |
eicar.com.zip | File | 184 B |         | ✓         |
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