



EvOps for Azure Stack Event Rules

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What is an Event rule?

An Event rule is the definition of a filtered event in EvOps or integrated system that triggers an action in EvOps or integrated system. These rules can be used to trigger emails, create requests etc. For some Extensions, predefined Event rules are created automatically when setting up extensions.

Overview

Triggers

It is in the trigger you define what Extension and Event that should be triggering the rule.

See table below for available Extensions and Events:

Extensions	Events
EvOps	<ul style="list-style-type: none">• Request created• Request updated• Request deleted
Notifications	n/a
Office 365	<ul style="list-style-type: none">• New email received• Follow-up email received

Actions

It is in the action that you define what Extension and Action that should be executed when the Event rule triggers.

See table below for available Extensions and Actions:

Extensions	Actions
EvOps	<ul style="list-style-type: none">• Create request• Add comment
Notifications	<ul style="list-style-type: none">• Send SMTP email
Office 365	<ul style="list-style-type: none">• New email received• Follow-up email received
ServiceNow	<ul style="list-style-type: none">• Incident created• Incident updated
Webhooks	<ul style="list-style-type: none">• Send Webhook

Create an Event rule

Please follow the steps below to create an Event rule.

1. Open your **EvOps account**
2. Click **Event rule** tile
3. Click **New**
4. Provide a **Display name** for your template
5. Accept or modify the generated unique **Name**
6. Click **Define trigger**
7. Click **Extension** and select trigger source
8. Click **Event** and select what event to trigger on in selected **Extension**
9. Click **Criteria** to configure your filter, then click **Save**
Note: If you leave this not configured, trigger will execute on all selected events
10. Click **OK**
11. Click **Define action**
12. Click **Extension** and select action source
13. Click **Action** to select what will happen
14. Click **Data mappings**
15. Type in Data mappings snippet for your selected action
16. Click **Save**
17. Click **OK**
18. Click **OK** to save

Samples

This section contains sample Event rules scenarios that will grow over time.

Posting on Microsoft Teams when new request created

This Event rule will create a new request of type Incident when receiving emails.

1. Open your EvOps account
2. Click **Event rules**
3. Click **New**
4. Type in a **Display name**
5. Accept or modify generated **Name**
6. Click **Define trigger** then **Extension**, select **EvOps**
7. Select **Request created**
8. Click **Criteria**
9. Configure criteria according to below screenshot
10. Click **OK**
11. Click **Define action** then **Extension**, select **Webhooks**
12. Select **Send webhook**
13. Click **Data mappings**
14. Type in **Data mappings** snippet below, replace <your teams webhooks url> string with your Microsoft Teams url

AND/OR	FIELD	OPERATOR	VALUE
And	Request Type	=	Incident

+ Add clause

```
{
  "url": "<your teams webhooks url>",
  "payload": {
    "@type": "MessageCard",
    "@context": "http://schema.org/extensions",
    "summary": "This is the summary property",
    "themeColor": "0075FF",
    "sections": [
      {
        "startGroup": true,
        "title": "***Incident***",
        "activityTitle": "Incident reported in EvOps",
        "activitySubtitle": "By:
        {{postState.request.requester.email}}",
        "facts": [
          {
            "name": "Date submitted (UTC):",
            "value": "{{postState.request.createdDate}}"
          }
        ]
      }
    ]
  }
}
```

```
        "name": "Details:",
        "value": "{{postState.request.description}}"
    },
    {
        "name": "Link:",
        "value": "[Link to request]({{portalUrl}})"
    }
]
},
{
    "startGroup": true,
    "activitySubtitle": "This is a sample created for EvOps
for Azure Stack. [Learn more](http://www.gridprosoftware.com)"
}
]
}
}
```

15. Click **Save**
16. Click **OK**
17. Click **OK** to save Event rule