



Master Status Table mApp

Release Information

Version: 3.0

Released: 2021-02-22

Minimum Platform Version: 9.6.3

Status table that can be used for all objects

Never create another status table object. Use this status table with one or hundreds of objects. Whether you need a simple status or a complex status chain with actions you can use this object. Supports sub-statuses and the ability to limit them to a specific parent status. This is useful when sub-statuses are only valid for a specific status. Creates a new "Status" lookup table.

- New Object
 - Status (lookup table)
- Requirements
 - Cherwell version 5 or later Content
 - Professional Gray Theme (included in mApp, import only)
 - Prussian Blue Theme (included in mApp, import only)
 - Required Field Border Color stored expression in (None) context (included in mApp, import only)
- Setup Tasks
 - Use this table like you would any other status table.
 - In the validation and/or relationship set a filter for "Status.Object equals YourObjectName".
 - If you used the Type field then in the validation and/or relationship set a filter for "Status.Type equals YourStatusType". This is where you can use things like "main", "sub-status", "incident", "service request", "my workflow", etc.
 - If you designated a Parent Status when creating dependent sub-status entries then filter based on Object, Parent Status and Type (if you set a type).
- Usage
 - Set the Object field to the name of the object that status is going to be associated with.
 - Set the Type field (optional) to the type of status entry. For example, you might have "main", "sub-status", "incident", "service request", "my workflow" as types. That way you don't have to create a second status table to be able to create status groups for an object, such as having different status sets for Incident versus Service Request.
 - Set the Parent Status field (optional) to the name of the parent status you want to limit this sub-status to. Useful when you want to have sub-statuses only valid for certain parent statuses. For example, you may create a Cancelled sub-status that is only valid for a Closed parent status.

- Forms
 - The primary default form uses the new content layout release with version 9.6.
 - For prior content layouts use the “Status Master Pre 9.6.3 content” form.

Table Management

Status Master

Object *

Incident

Type (Optional)

My Workflow

Status *

Waiting

Status Order

1

Parent Status (Optional - Use when this is a sub-status)

Review

Description

Awaiting review by desk manager.


Next Status

Resolve

Next Status Text

Resolve


Next Status Command Name



Alt 1 Status

Alt 1 Status Text


Alt 1 Command Name



Alt 2 Status

Alt 2 Status Text

Alt 2 Command Name



An example of filtering the validation on a field to only show sub-statuses that are valid for the currently selected main (parent) status:

Validation

Validate from Status table Edit Table Data...

Table: Lookup tables All tables

Field:

Validation is enforced

Selecting values triggers fill

On conflict use first match

Limit values:

Status.Object equals Incident	Add
Status.Type equals sub-status	Edit
Status.Parent Status equals Incident.Status	Delete

When limiting values change, clear field's value (normal)

Custom Error: