scrips

A scrip (not a typo, actual name) is a piece of code which is executed under certain conditions that can customize actions which are taken when certain criteria is met. For global scrips, go to Admin | Scrips | Select (to edit) or Create (to make a new one). You will see the Scrip form at this point.

Most of the time, I'm filling only the following fields:

- Description: A human readable description of the scrip
- Condition: The action you are trapping, so if you want this scrip to run on a new ticket, you'd choose *On Create*
- Action: I almost always use *User Defined*
- Template: Blank
- Applies to: Global
- Enabled: checked
- Custom Condition: Leave blank if you chose Condition above
- Custom action preparation code:

  ```
  return 1;
  ```

  is the minimum required code for this

- Custom action commit code: The Perl code you want to be executed

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