

# How to configure triggers in Xurrent

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This article describes how to configure triggers in Xurrent to control which requests are synchronized.

**Triggers in Xurrent:** Triggers use field-based queries to filter requests. In this article we will see which fields, operators we can use in triggers.

## Xurrent Request Filter Syntax Guide

Complete reference for filtering Xurrent requests in trigger conditions.

### Filter Operators

All filters are applied as query parameters. Multiple conditions are joined using '**&**'.

Operator	Description	Example	Use Case
<code>=</code>	Equal (exact match)	<code>?id=43523</code>	Match exact value
<code>=!</code>	Not equal	<code>?status!=assigned</code>	Exclude specific value
<code>= (empty)</code>	Is null/empty	<code>?team_id=</code>	Field has no value
<code>=! (empty)</code>	Is not null	<code>?team_id!=</code>	Field has a value
<code>=value1,value2</code>	In (multiple values)	<code>?id=1,2,3,4</code>	Match any of the values
<code>=!value1,value2</code>	Not in	<code>?status!=assigned,accepted</code>	Exclude any of the values
<code>=&lt;value</code>	Less than	<code>?created_at=&lt;2016-01-15T23:00:00Z</code>	Value is less than
<code>=&lt;=value</code>	Less than or equal	<code>?created_at=&lt;=2016-01-15T23:00:00Z</code>	Value is less or equal
<code>=&gt;value</code>	Greater than	<code>?completed_at=&gt;2016-01-15T23:00:00Z</code>	Value is greater than
<code>=&gt;=value</code>	Greater than or equal	<code>?updated_at=&gt;=2016-01-15T23:00:00Z</code>	Value is greater or equal

Operator	Description	Example	Use Case
<code>=&gt;value1&lt;value2</code>	Range (exclusive)	<code>?created_at=&gt;2015-12-31&lt;2016-02-01</code>	Between two values
<code>=&gt;=value1&lt;=value2</code>	Range (inclusive)	<code>?created_at=&gt;=2016-01-01&lt;=2016-01-31</code>	Between inclusive bounds

## Filterable Fields

Field	Type	Description	Operators
<code>id</code>	Integer	Request ID	<code>=</code> , <code>=!</code> , <code>in</code> , <code>not in</code> , <code>&lt;</code> , <code>&gt;</code> , etc.
<code>subject</code>	String	Request subject (max 255)	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>category</code>	Enum	Request category (required)	<code>=</code> , <code>=!</code> , <code>in</code> , <code>not in</code>
<code>impact</code>	Enum	Business impact	<code>=</code> , <code>=!</code> , <code>in</code> , <code>not in</code>
<code>status</code>	Enum	Request status	<code>=</code> , <code>=!</code> , <code>in</code> , <code>not in</code>
<code>service_instance</code>	Reference (ID)	Service instance	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>requested_by</code>	Reference (ID)	Person who requested	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>requested_for</code>	Reference (ID)	Person request is for	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>created_by</code>	Reference (ID)	Person who created	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>team</code>	Reference (ID)	Assigned team	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>member</code>	Reference (ID)	Assigned person	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>template</code>	Reference (ID)	Request template	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>organization</code>	Reference (ID)	Organization	<code>=</code> , <code>=!</code> , <code>=</code> (empty), <code>=!</code> (empty)
<code>created_at</code>	DateTime	Creation timestamp	<code>=</code> , <code>&lt;</code> , <code>&gt;</code> , <code>&lt;=</code> , <code>&gt;=</code> , ranges
<code>updated_at</code>	DateTime	Last update timestamp	<code>=</code> , <code>&lt;</code> , <code>&gt;</code> , <code>&lt;=</code> , <code>&gt;=</code> , ranges
<code>completed_at</code>	DateTime	Completion timestamp	<code>=</code> , <code>&lt;</code> , <code>&gt;</code> , <code>&lt;=</code> , <code>&gt;=</code> , ranges

## Non-Filterable Fields

From the General Filtering Documentation: [click here](#)

Following fields are not filterable:

## 1. Tags

## 2. Custom-Fields

# Field-Specific Syntax

## 1. ID (Integer)

**Format:** `id=<value>` or `id=<value1>,<value2>`

```
# Single ID
id=43523

# Multiple IDs
id=1,2,3,4

# Exclude specific IDs
id!=100,200

# Greater than ID
id=>1000

# Range
id=>=100<=500
```

## 2. Status (Enum)

**Format:** `status=<value>`

### Valid Values:

- `declined`, `on_backlog`, `assigned`, `accepted`, `in_progress`, `waiting_for`,
- `waiting_for_customer`, `reservation_pending`, `workflow_pending`, `project_pending`, `completed`

```
# Single status
status=assigned

# Multiple statuses (OR)
status=assigned,accepted,in_progress

# Exclude statuses
status!=completed,declined

# Only open requests (not completed)
status!=completed
```

## 3. Category (Enum - Required)

**Format:** `category=<value>`

### Valid Values:

- `incident` , `rfc` (Request for Change), `rfi` (Request for Information),
- `reservation` , `order` , `fulfillment` , `complaint` , `compliment` , `other`

```
# Single category
category=incident

# Multiple categories
category=incident,rfc,rfi

# Everything except incidents
category!=incident
```

## 4. Impact (Enum)

**Format:** `impact=<value>`

**Valid Values:** `low` , `medium` , `high` , `top`

```
# Single impact
impact=high

# High or top priority
impact=high,top

# Not low priority
impact!=low
```

## 5. Service Instance (Reference - ID)

**Format:** `service_instance=<id>`

**Important:** You must use the **numeric ID**, not the service instance name.

```
# Specific service instance
service_instance=12345

# Multiple service instances
service_instance=100,200,300

# Has a service instance (not null)
service_instance!=

# No service instance (null)
service_instance=

# Exclude specific service instance
service_instance!=12345
```

### How to Get Service Instance ID:

1. Via API: `GET /v1/service_instances?name=YourServiceName`
2. From UI: Check the URL when viewing the service instance
3. From request details: Look at the `service_instance.id` field

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## 6. Team (Reference - ID)

**Format:** `team=<id>`

```
# Specific team
team=42

# Multiple teams
team=10,20,30

# Has assigned team
team=!

# No assigned team
team=

# My team's requests
/requests/assigned_to_my_team
```

---

## 7. Member (Reference - ID)

**Format:** `member=<id>`

```
# Assigned to specific person
member=567

# Assigned to me
/requests/assigned_to_me

# Multiple members
member=100,200,300

# Has assignee
member=!

# Unassigned
member=
```

---

## 8. Requested By / Requested For (Reference - ID)

**Format:** `requested_by=<id>` or `requested_for=<id>`

```
# Requested by specific person
requested_by=789

# Requested for specific person
requested_for=456

# Requests I submitted
requested_by=<my_person_id>

# Requests on my behalf
requested_for=<my_person_id>

# Has requester
requested_by=!

# Missing requester (shouldn't happen as it's required)
requested_by=
```

## 9. Created At / Updated At / Completed At (DateTime)

**Format:** `YYYY-MM-DDTHH:MM:SSZ` (ISO 8601 in UTC)

```
# Exact datetime
created_at=2016-01-15T23:00:00Z

# After specific date
created_at=>2016-01-15T00:00:00Z

# Before specific date
created_at=<2016-12-31T23:59:59Z

# Date range (exclusive)
created_at=>2016-01-01T00:00:00Z<2016-02-01T00:00:00Z

# Date range (inclusive)
created_at=>=2016-01-01T00:00:00Z<=2016-01-31T23:59:59Z

# Last 24 hours
created_at=>2025-11-04T00:00:00Z

# Updated today
updated_at=>=2025-11-05T00:00:00Z

# Completed this month
completed_at=>=2025-11-01T00:00:00Z<=2025-11-30T23:59:59Z

# Has completion date
completed_at=!

# Not completed (no completion date)
completed_at=
```

## 10. Subject (String)

**Format:** `subject=<value>` (case-sensitive)

```
# Exact subject match
subject=Email%20server%20down

# Has a subject (not empty)
subject!=

# Empty subject (shouldn't happen as it's required)
subject=

# Note: Partial matching not supported - must be exact
```

## 11. Template (Reference - ID)

**Format:** `template=<id>`

```
# Created from specific template
template=100

# Created from templates
template!=

# Not from template (manual creation)
template=
```

## 12. Organization (Reference - ID)

**Format:** `organization=<id>`

```
# Specific organization
organization=50

# Has organization
organization!=

# No organization
organization=
```

# Complete Examples

## Example 1: High Priority Incidents Assigned to My Team

```
category=incident&impact=high,top&team=42&status=!completed
```

## Example 2: Service-Specific Open Requests

```
service_instance=12345&status=assigned,accepted,in_progress&category=incident,rfc
```

## Example 3: Recently Created Unassigned Requests

```
created_at=>2025-11-01T00:00:00Z&member=&status=!completed
```

## Example 4: Completed Requests This Month

```
status=completed&completed_at=>=2025-11-01T00:00:00Z<=2025-11-30T23:59:59Z
```

## Example 8: Requests Created in Last 7 Days for Specific User

```
created_at=>2025-10-29T00:00:00Z&requested_for=789&status!=declined
```

## Example 9: High Impact RFCs Pending Approval

```
category=rfc&impact=high,top&status=assigned,accepted
```

# Best Practices

## 1. Always Use IDs for References

- **DON'T:** `service_instance=Production Database`
- **DO:** `service_instance=12345`

To find IDs, use the API:

```
# Get service instance ID
GET /v1/service_instances?name=Production%20Database

# Get team ID
GET /v1/teams?name=IT%20Support

# Get person ID
GET /v1/people?primary_email=user@example.com
```

## 2. Combine Multiple Conditions

All conditions are joined with AND:

```
category=incident&impact=high&status=assigned&team=42
# Means: incident AND high impact AND assigned AND team 42
```

## 3. DateTime Filtering Tips

- Always use UTC timezone (`z` suffix)
- Use ISO 8601 format: `YYYY-MM-DDTHH:MM:SSZ`
- For "today", calculate the start of day: `2025-11-05T00:00:00Z`
- For ranges, use inclusive bounds: `>=start<=end`

## 4. Handle Null Values

- Check if field has value: `field!=`
- Check if field is empty: `field=`

- Example: Find unassigned: `member=`

## Quick Reference Table

Need	Filter Syntax	Example
Specific request	<code>id=&lt;number&gt;</code>	<code>id=12345</code>
Multiple requests	<code>id=&lt;n1&gt;,&lt;n2&gt;</code>	<code>id=100,200,300</code>
By service	<code>service_instance=&lt;id&gt;</code>	<code>service_instance=12345</code>
By status	<code>status=&lt;value&gt;</code>	<code>status=assigned</code>
Not completed	<code>status!=completed</code>	<code>status!=completed</code>
High priority	<code>impact=high,top</code>	<code>impact=high,top</code>
My team	<code>team=&lt;id&gt;</code>	<code>team=42</code>
Unassigned	<code>member=</code>	<code>member=</code>
Has assignee	<code>member!=</code>	<code>member!=</code>
Created today	<code>created_at=&gt;&lt;date&gt;</code>	<code>created_at=&gt;2025-11-05T00:00:00Z</code>
Incidents only	<code>category=incident</code>	<code>category=incident</code>
Major incidents	<code>major_incident_status=accepted</code>	<code>major_incident_status=accepted</code>

## More information

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