

My solution looks like this:

My customer uses Service Desk 7.1.

I created a “New Integration Library” with two components

First Component (get All Service Desk Groups): return all Service Desk Groups (but not domain groups)

```
SQL = SELECT * FROM dbo.[Group] WHERE GroupName NOT LIKE '%\%'
```

Second Component (get Service Desk Group By Email): returns a group name, having the same e-mail address as the Email property "to"

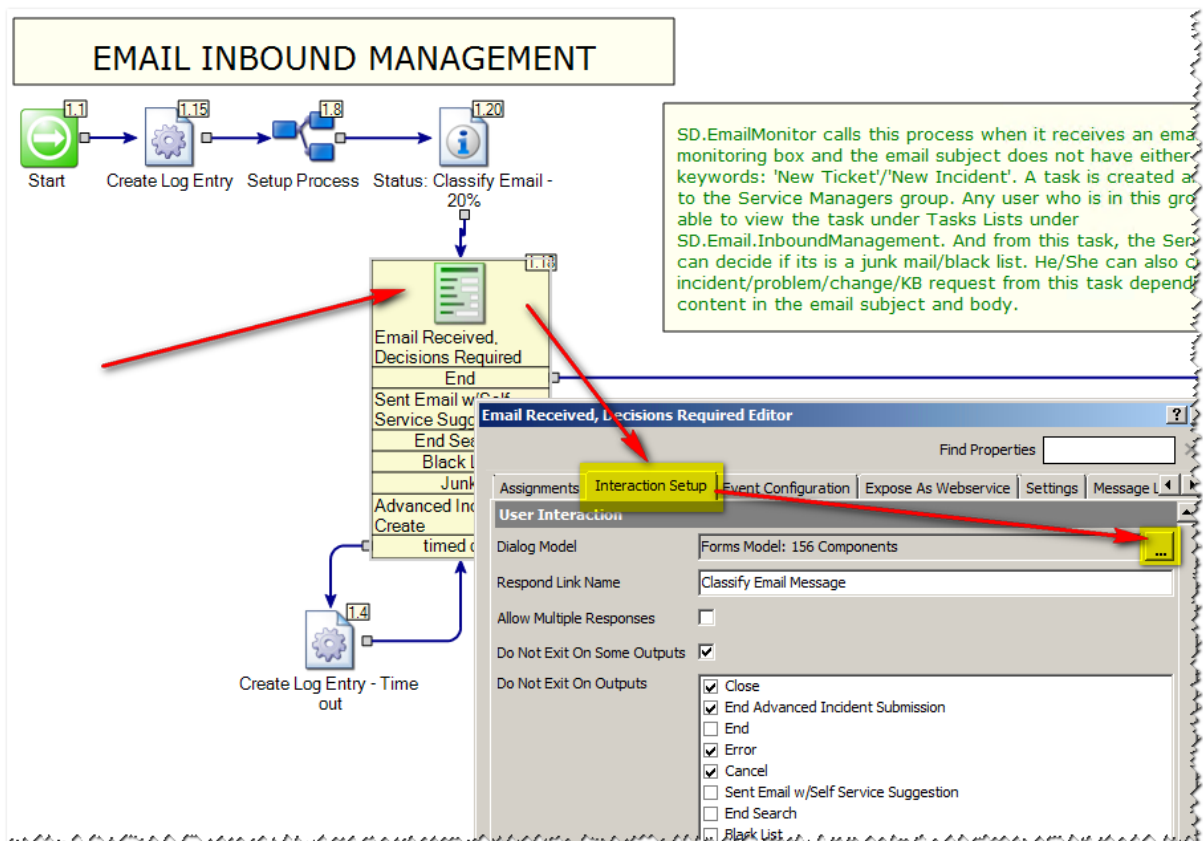
```
SQL = SELECT * FROM dbo.[Group] WHERE EmailAddress = 'sap@symplicated.org'
```

(Of course, the SQL queries provided with variable)

Now open the „SD.Email.InboundManagement“ workflow.

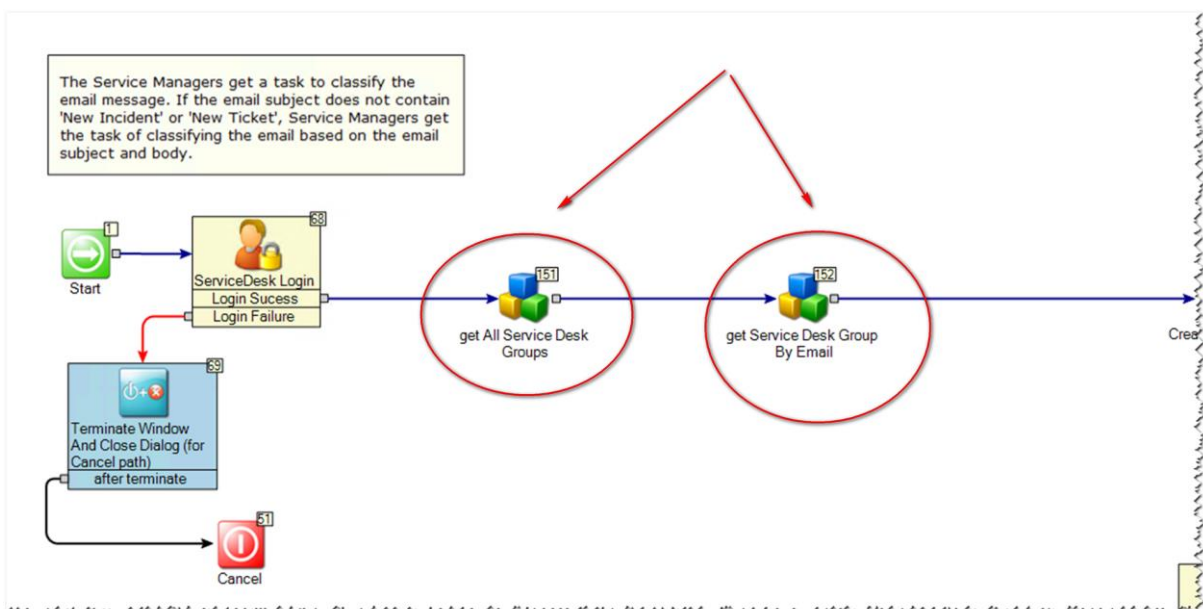
Once the workflow is open, double click on „Email Received Decisions Required“ component.

Change to „Interaction Setup“ tab and click [...] in the area of „Dialog Model“ property.

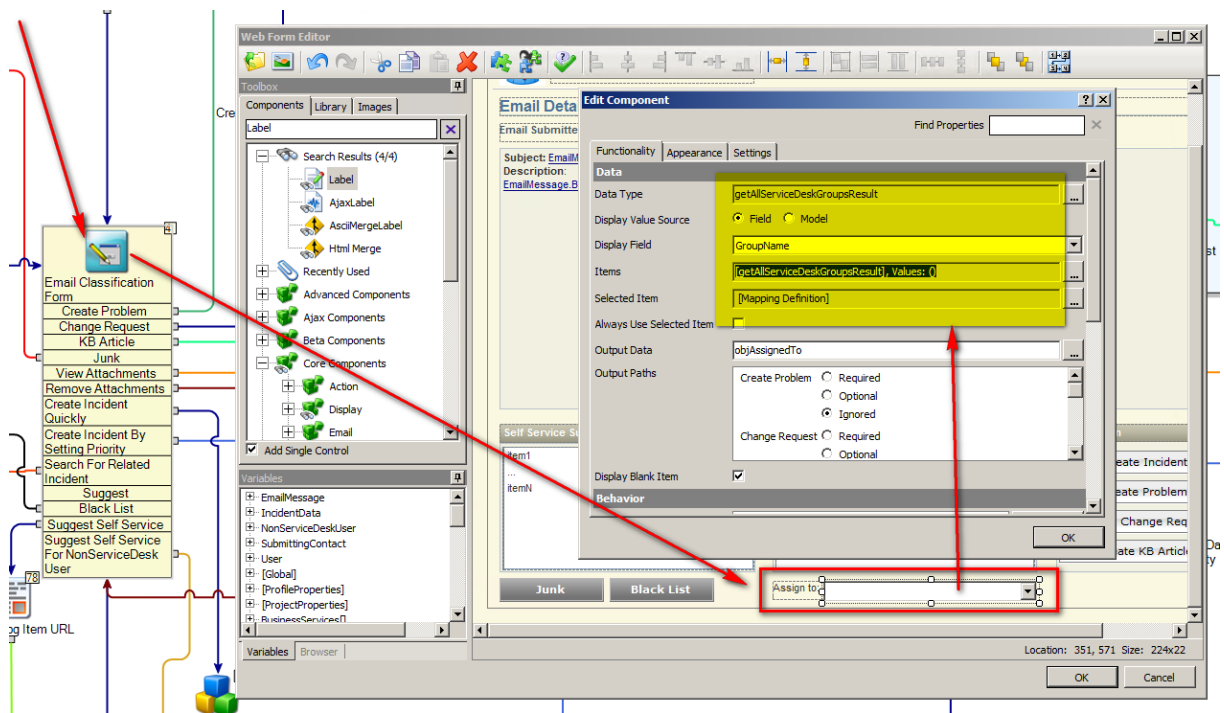


Another workflow opens.

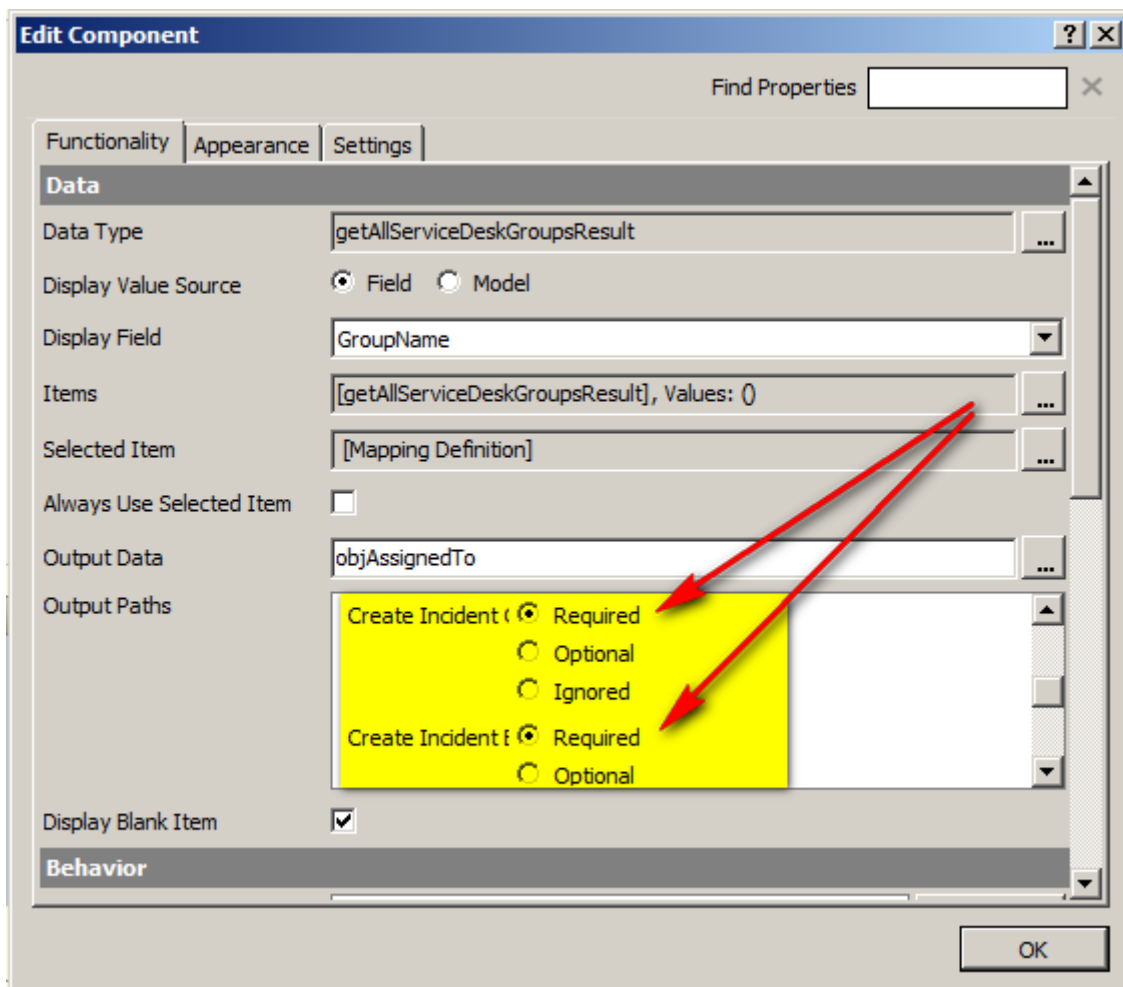
Insert your components (you have previously created)



I added a DropDownList to the "Email Classification Form" component. The DropDownList has the name "Assign to:" DropDownList.Items = getAllSDGroups and DropDownList.SelectedItem = getSDGroupBYEmail. Thus, it is proposed in which the group is to be always assigned.



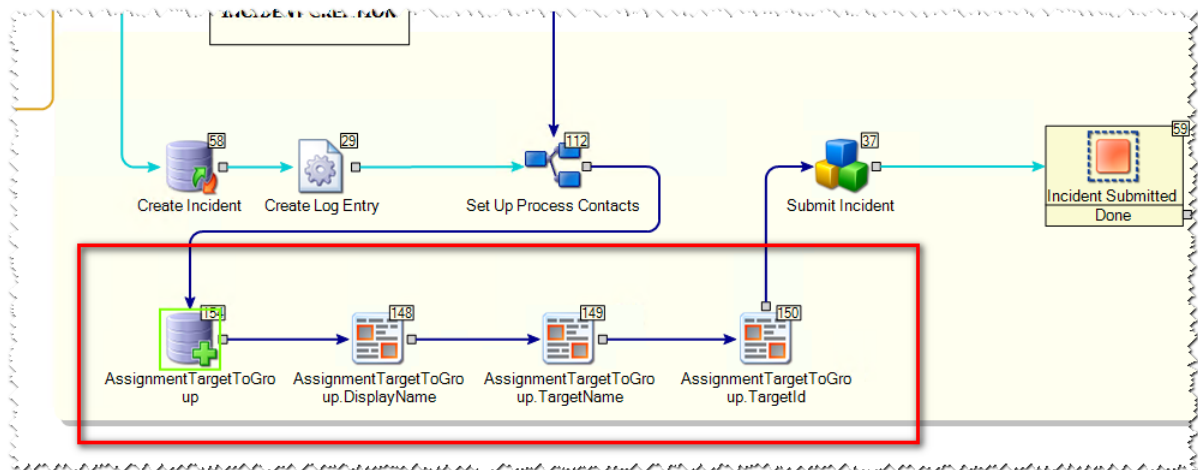
Important:



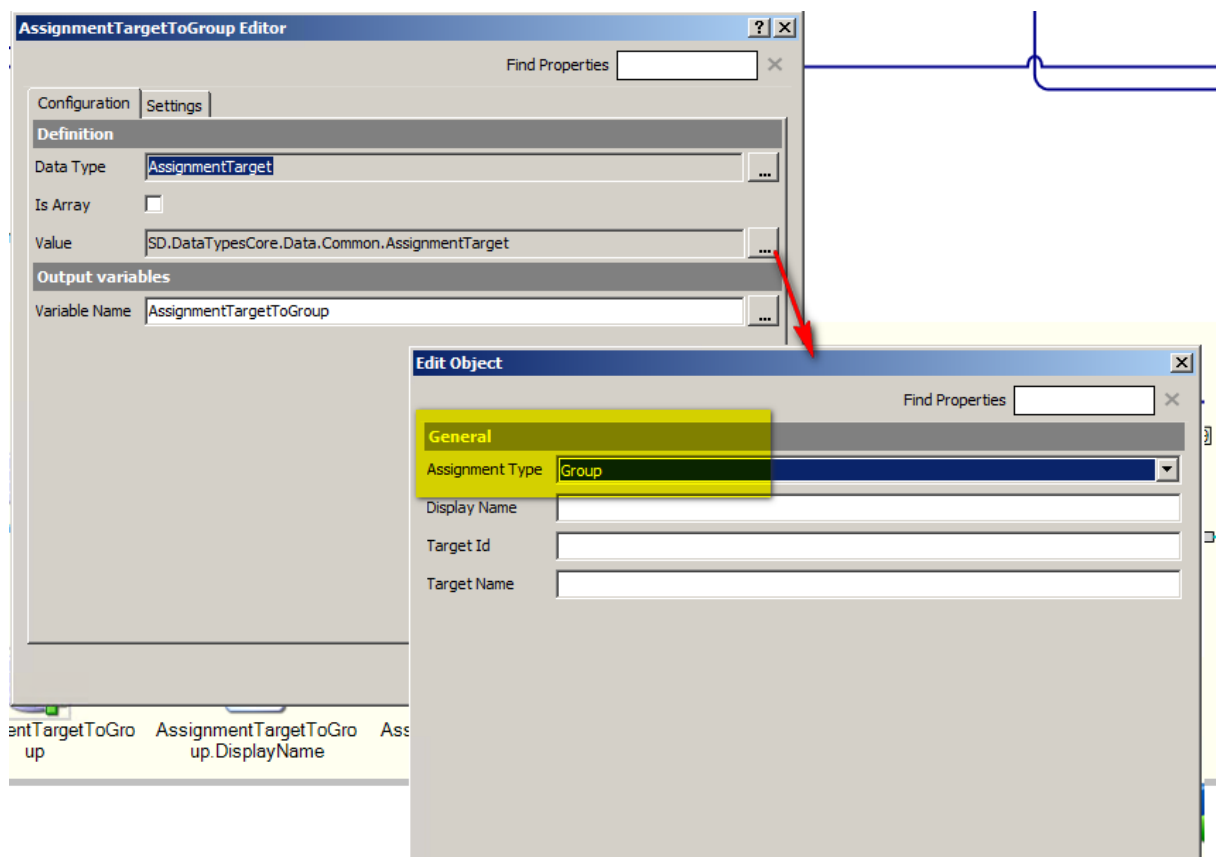
In the "Output Paths" property all "Create Incident" is set to required !

Then I have added 4 components.

1x add a new data element object and 3x merge text objects.



1. Add new data element (Assignment Target to Group)
 - a. I set the "Assignment Type" to group (view Screenshot)



1. Merge text (AssignmentTargetToGroup.DisplayName)

- a. Merge date insert the "Groupname" = "objAssignedTo.GroupName"

The screenshot shows the 'AssignmentTargetToGroup.DisplayName Editor' dialog box. It has a title bar with a question mark and a close button. Below the title bar is a 'Find Properties' search field. The dialog is divided into two tabs: 'Configuration' and 'Settings', with 'Settings' currently selected. Under the 'Settings' tab, there are two main sections: 'Merge Setup' and 'Output'. In the 'Merge Setup' section, the 'Merge Data' field contains the text '[objAssignedTo.GroupName]' and has a small '...' button to its right. Below it, the 'Not Found Text' field contains the text 'Not Found'. In the 'Output' section, the 'Variable Name' field contains the text 'AssignmentTargetToGroup.DisplayName' and also has a small '...' button to its right.

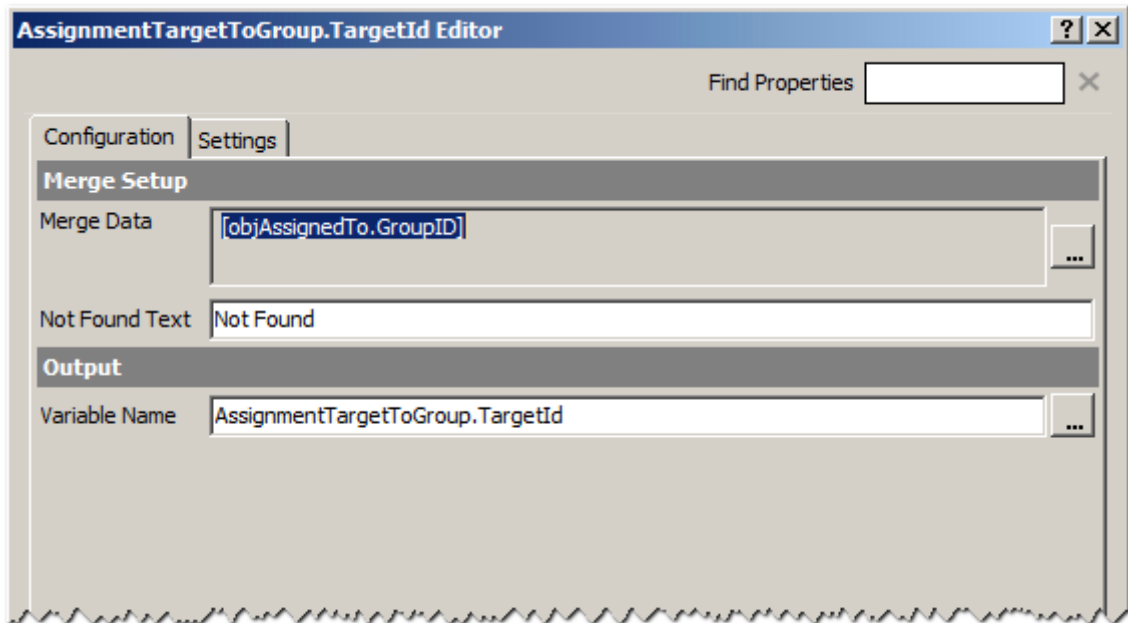
2. Merge text (AssignmentTargetToGroup.TargetName)

- a. Merge date insert the "Groupname" = "objAssignedTo.GroupName"

The screenshot shows the 'AssignmentTargetToGroup.TargetName Editor' dialog box. It has a title bar with a question mark and a close button. Below the title bar is a 'Find Properties' search field. The dialog is divided into two tabs: 'Configuration' and 'Settings', with 'Settings' currently selected. Under the 'Settings' tab, there are two main sections: 'Merge Setup' and 'Output'. In the 'Merge Setup' section, the 'Merge Data' field contains the text '[objAssignedTo.GroupName]' and has a small '...' button to its right. Below it, the 'Not Found Text' field contains the text 'Not Found'. In the 'Output' section, the 'Variable Name' field contains the text 'AssignmentTargetToGroup.TargetName' and also has a small '...' button to its right.

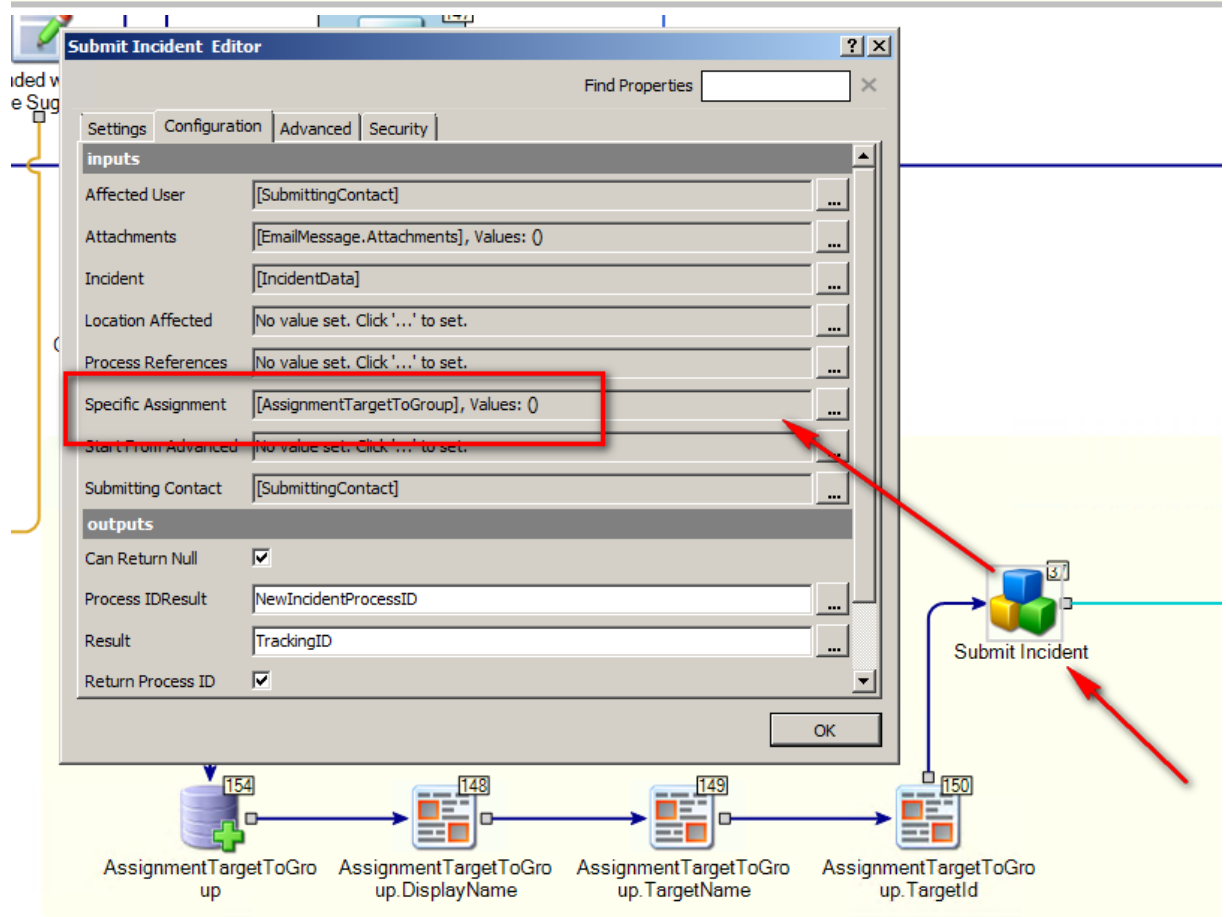
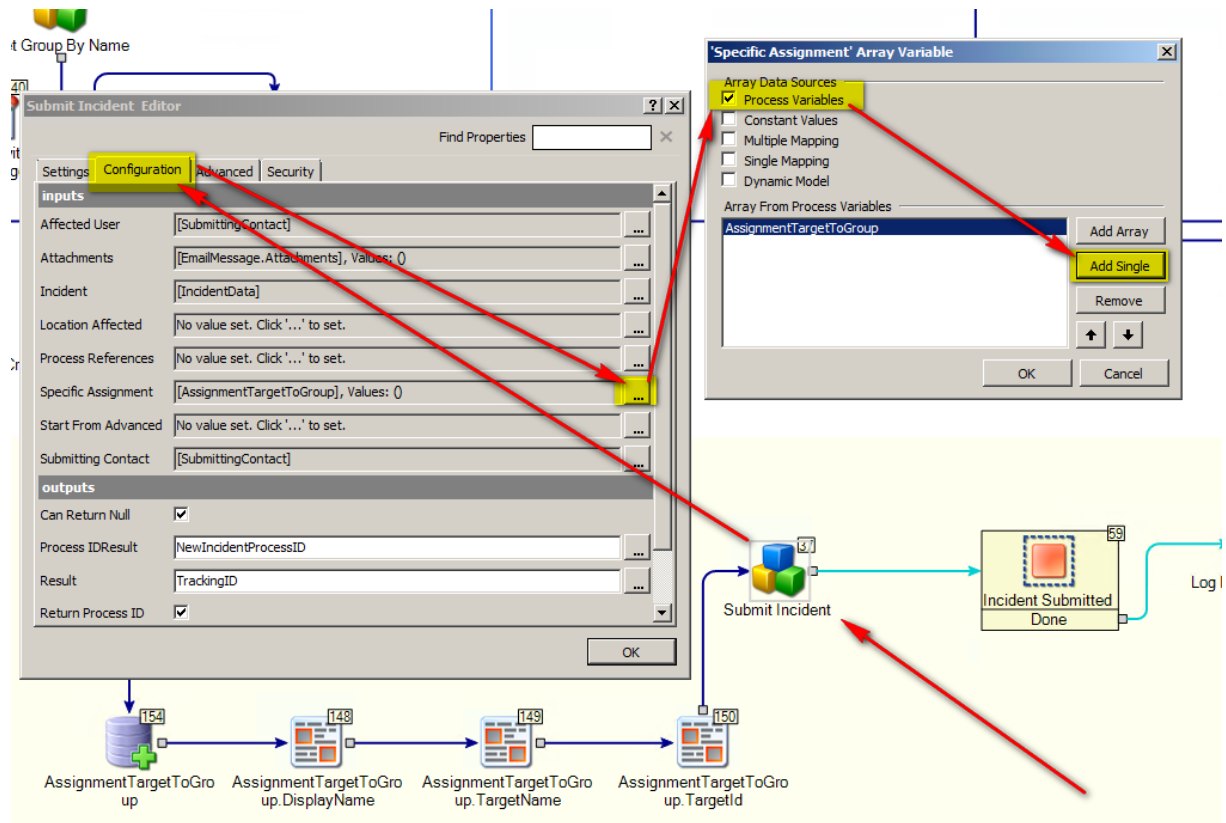
3. Merge text (AssignmentTargetToGroup.TargetId)

- a. Merge date insert the "GroupID" = "objAssignedTo.GroupID"



Last you need to edit the "Submit Incident" object.

- Change to tab [Configuration]
- Press [...] at the property "Specific Assignment"
- Choose process variables
- Press [Add Single]
- Select "AssignmentTargetToGroup" in the "Select Variable" window and Press [OK]
- Press [OK] to close the "Specific Assignment Array Variable" window
- And Press [OK] to close the "Submit Incident Editor"



Please try as a test environment before you publish it.

Attention!!! This solution will only run if no group notifications are used (notification to all users of the group if a ticket will be assigned to this group).

But if you have the case that this group notifications are used you have to create a new table in the data base in which the mail "to" and the assigned group are listed.

Support-SAP@myCompany.com	SAPGroup
Support-XYZ@myCompany.com	XYZGroup

Best greetings
Brauschi