



Conditions: Triggers

Triggers explained

Triggers are similar to [field condition sets](#) in that they are denoting conditions under which something should behave in a specific way. The difference is that triggers may be **transitional states**. Difference between condition sets and triggers:

Example	Field Condition Sets	Triggers
1	Field = A	
2	Field = B	
3	Field = C	
4		Field = changed from A to B
5		Field = changed from B to C
6		Field = changed from C to A

Triggers can be used to control [dynamic field changes](#) (auto-populating a field) and [notifications](#).

A reminder of when we use Condition Sets, and when we use triggers:

Field Condition Sets	Triggers
Field Visibility (aka Field Permissions)	Notifications
SLA	Automatic Changes (aka Dynamic Field Changes)
Workflow	
Within Triggers	

Creating Triggers

Head to *Admin > Infocapture > (your project) > Triggers*

Tick to specify which rule (or rules) you would like to include.

Here's an example trigger:

Trigger properties

Name

New ticket was submitted and 'Virgin' selected

Rules

Name	Value
<input checked="" type="checkbox"/> Issue activity	<input checked="" type="radio"/> New ticket submitted <input type="radio"/> Public or private note has been added <input type="radio"/> Public note has been added <input type="radio"/> Private note has been added <input type="radio"/> File uploaded
<input type="checkbox"/> Any of the following fields changed	Name (name) Company (company) Competence.. (competence__)
<input type="checkbox"/> None of the following fields changed	Name (name) Company (company) Competence.. (competence__)
<input type="checkbox"/> Condition set match in PREVIOUS issue state	Default (Always)
<input type="checkbox"/> Condition set NOT match in PREVIOUS issue state	Default (Always)
<input checked="" type="checkbox"/> Condition set match in the NEW issue state	Virgin selected

Issue Activity

There's five possible choices here, explained by their names as you can see above.

The trigger can fire only if it's a new form being submitted, or if notes or files are added.

Field changes

As above, you'll see two rules available that look for a change in a field - or no change!

This is useful if you want to keep an eye on a particular area of the form.

Let's say someone edits the form but changes a date field called 'needed by', you might like to receive a notification email when that happens.

Condition matches

These rules are used for looking at [field conditions](#), and whether or not they are or were true or false.

Here's the simplest way to explain the four:

Was	<input type="checkbox"/> Condition set match in PREVIOUS issue state	Default (Always)
Wasn't	<input type="checkbox"/> Condition set NOT match in PREVIOUS issue state	Default (Always)
Is now	<input type="checkbox"/> Condition set match in the NEW issue state	Default (Always)
Isn't now	<input type="checkbox"/> Condition set NOT match in NEW issue state	Default (Always)

It's generally good to use condition rules **as pairs**. Let's say I chose to have *Condition set match in the NEW Issue state = Virgin Selected*

As my form moves through its various statuses, every time the form is saved or changed, that condition would still be true and the trigger would 'fire' every time. I might then receive an email notification every single time the form is changed!

So it's important that I only want to be looking at the **exact point at which that change occurs**. So, I want my trigger to look for the change from when it *wasn't* true that Virgin was selected, to the point at which it *is* true that Virgin's been selected. That way, my trigger would only ever fire once.

I would create a trigger with these rules:

1. Condition set NOT match in PREVIOUS issue state = Virgin Selected
2. Condition set match in the NEW issue state = Virgin selected

Another example: Let's say I'm looking to receive a notification whenever my form is changed to the status of 'Approved'.

I would create a trigger that states:

1. Condition set NOT match in PREVIOUS issue state = Status is Approved
2. Condition set match in the NEW issue state = Status is Approved

Recommended next article: Field Visibility

Created on 8 August 2018 by [Jon Mulhern](#). Last modified on 14 August 2018

Tags: [FCS](#), [infocapture](#), [user guide](#), [triggers](#)