

Create an event for slow transactions

Fluorine+

Procedure

 This is an advanced procedure that requires knowledge of scripting with [ServiceNow APIs](#).

To create an event for slow transactions, follow these steps:

1. Log into ServiceNow. In the Filter Navigator on the upper left-hand side of the screen., type **Scheduled Jobs** and navigate to the Scheduled Jobs module under **Perspectium > Observer**.
2. At the top of the Scheduled Jobs form, click **New** to create a new Scheduled Job.
3. Type a name for your new Scheduled Job and make sure the **Active** box is checked. Then, scroll to the scripting section and type your script for the new job. Once you are done typing the script for your new Scheduled Job, click **Submit**.

Below is an example of a script that could be used to create a new Scheduled Job for Observer called **slow.transaction**. For more information about creating scripts for Perspectium Jobs in ServiceNow, see the [ServiceNow API Reference Guide](#).

```
// Identify any instance within the last 15 minutes of the job "JOB: Perspectium MultiOutput Processing"
running longer than 1000; output one event per instance found
var gr = new GlideRecord("syslog_transaction");
gr.addEncodedQuery("type=scheduler^url=JOB: Perspectium MultiOutput Processing^sys_created_onONLast 15
minutes@javascript:gs.minutesAgoStart(15)@javascript:gs.minutesAgoEnd(0)");
gr.addQuery("response_time", ">", 1000);
gr.query();
while(gr.next()){
    var msg = "Job " + gr.url + "(" + gr.sys_id + ") is taking too long: " + gr.response_time + " ms";
    gs.eventQueue('slow.transaction', current, msg);
}
```

4. In ServiceNow's left side navigation window, type **Event Subscription** and navigate to the Event Subscription module under **Perspectium > Observer**. Then, click **New** to create a new Event Subscription.
5. Type a name for your new Event Subscription next to **Event**. For the script section, add your script according to the example below. Then, click **Submit**.

```
answer = event.param1 + "|" + event.param2
```

Similar topics

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- [Revert trend groups to defaults](#)

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