Common Requested Item

The **Common Requested Item** document is an XML schema that contains default fields for mapping Requested Item form values from one system to another. The common requested item format mirrors what one would see of the Requested Item form with related lists expressed in embedded XML form.

What's on this page?

- Embedded records
- Common Requested Item Sample

Embedded records

Embedded records are fields in the Common Requested Item document that cannot be mapped by singular values. Instead, they are entirely different records **embedded** inside the Common Requested Item document to be created on the subscribing system.

> ⓘ Deactivate each of the transform scripts in PSP Common Requested Item to Requested Item if you choose not to parse these embedded objects into records. If you need to extend or add additional capabilities, instead of modifying the existing scripts, add new ones so that upgrades are possible.

The following are examples of the embedded records in Common Requested Item:

Approver Record

The **approver** field in the Common Requested Item is an embedded record that, when populated, will create a new requested item on the system receiving the Common Requested Item.

Table Map Source Field	Definition
created	Date the record was created on
approver_name	Name of the approver
assignment_group_name	Name of the assignment group
approver	Unique record identifier of the approver record
state	State of the approval
comments	Comments of the approver
approver_email	Email of the approver
assignment_group	Unique record identifier of the assignment group record

Attachment Embedded Record

The **attachment** field in the Common Requested Item is an embedded record that, when populated, will create a new requested item on the system receiving the Common Requested Item.

Table Map Source Field	Definition
data	Attachment data in an encoded string format
size_bytes	Measurement of how much the attachment data contains
file_name	Name of the attached file
sys_id	Unique record identifier of the attachment
content_type	Attachments content type (i.e jpeg, png, txt, etc.)

Catalog Task Embedded Record

The **catalog task** field in the Common Requested Item is an embedded record that, when populated, will create a new requested item on the system receiving the Common Requested Item.

Table Map Source Field	Definition
assignment_group	Unique record identifier of the assignment group
order	Number of the task order
number	Number of the task
work_end	Date the record was finished
short_description	Short description of the catalog task
assigned_to	Unique record identifier of the user assigned to the task
work_start	Date the record was started

Group Approval Embedded Record

The **group approval** field in the Common Requested Item is an embedded record that, when populated, will create a new requested item on the system receiving the Common Requested Item.

Table Map Source Field	Definition
approval	Status of the catalog task's approval
approval_user	Unique record identifier of the approval user
assignment_group	Unique record identifier of the assignment group
short_description	Short description of the group approval

Common Requested Item Sample

A sample **Common Requested Item** looks like this:

```
<common_requested_item>
        <action/>
        <active/>
        <activity_due/>
        <additional_assignee_list/>
        <approval_history/>
        <approval_set/>
        <approval/>
        <approvers>
                <approver>
            <created/>
            <approver_name/>
            <assignment_group_name/>
            <approver/>
            <state/>
            <comments/>
            <approver_email/>
            <assignment_group/>
        </approver>
        </approvers>
        <assigned_to/>
        <assignment_group/>
        <attachments>
        <attachment>
            <data />
            <size_bytes />
            <file_name />
            <sys_id />
```

```xml
            <content_type />
        </attachment>
    </attachments>
        <backordered/>
        <billable/>
        <business_duration/>
        <business_service/>
        <calendar_duration/>
        <catalog_tasks>
        <catalog_task>
            <assignment_group/>
            <order/>
            <number/>
            <work_end/>
            <short_description/>
            <assigned_to/>
            <work_start/>
        </catalog_task>
        </catalog_tasks>
        <cat_item/>
        <closed_at/>
        <closed_by/>
        <close_notes/>
        <cmdb_ci/>
        <comments/>
        <company/>
        <configuration_item/>
        <contact_type/>
        <context/>
        <correlation_display/>
        <correlation_id/>
        <delivery_address/>
        <delivery_plan/>
        <delivery_task/>
        <description/>
        <due_dat/>
        <expected_start/>
        <follow_up/>
        <group_approvals>
                <group_approval>
            <short_description/>
            <assignment_group/>
            <approval_user/>
            <approval/>
        </group_approval>
        </group_approvals>
        <group_list/>
        <impact/>
        <knowledge/>
        <location/>
        <location_id/>
        <location_name/>
        <made_sla/>
        <number/>
        <opened_at/>
        <opened_by/>
        <order/>
        <order_guide/>
        <parent/>
        <price/>
        <priority/>
        <provider/>
        <psp_version/>
        <quantity/>
        <reassignment_count/>
        <recurring_frequency/>
        <recurring_price/>
        <request_name/>
        <requested_date/>
        <requested_for_email/>
        <requested_for_full_name/>
```

```xml
        <requested_for_phone/>
        <sc_catalog/>
        <short_description/>
        <sla_due/>
        <stage/>
        <state/>
        <sys_class_name/>
        <sys_created_by/>
        <sys_created_on/>
        <sys_domain/>
        <sys_id/>
        <sys_created_on/>
        <sys_updated_on/>
        <time_worked/>
        <transaction_id/>
        <upon_approval/>
        <upon_reject/>
        <urgency/>
        <watch_list/>
        <work_end/>
        <work_notes/>
        <work_start/>
</common_requested_item>
```