

Create Ivanti web service script actions

Fluorine+

After [creating the integrations for the data you want to share data out of Ivanti](#), you will need to create web service script actions for each integration to ensure that certain actions link to business rules that occur in Ivanti Service Manager.

Prerequisites


⚠ First, you will need to [create your Ivanti integrations](#).

Procedure

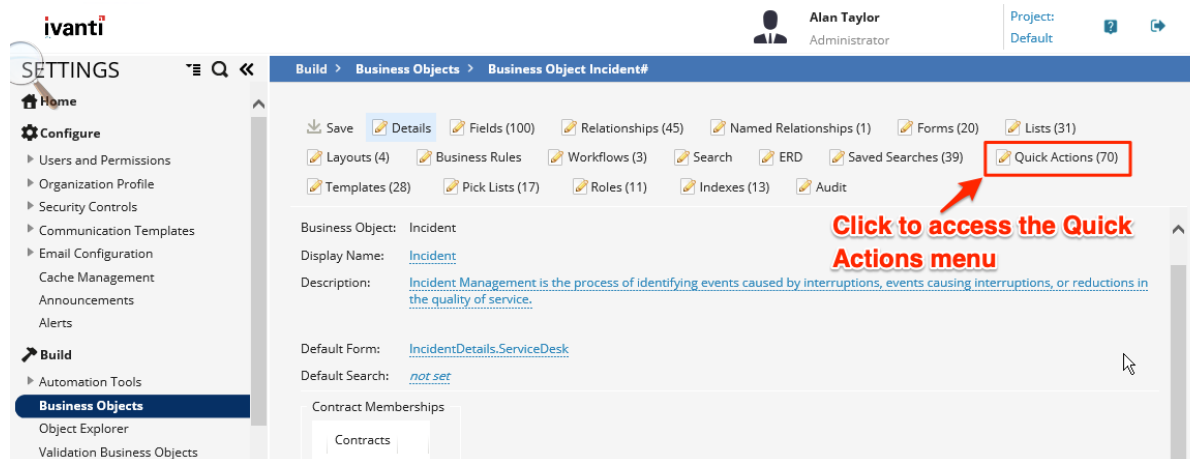
To create web script actions for each Ivanti integration, follow these steps:

1

Navigate to Quick Actions

Log into Ivanti Service Manager and click the  in the upper right-hand corner of the screen to access your settings. Then, on the left-hand side **Settings** panel, navigate to **Business Objects** (under **Build**). On the resulting page, click the **Incident** table icon to access business objects for the incident table. Finally, in the upper right-hand corner of the resulting page, click **Quick Actions**.

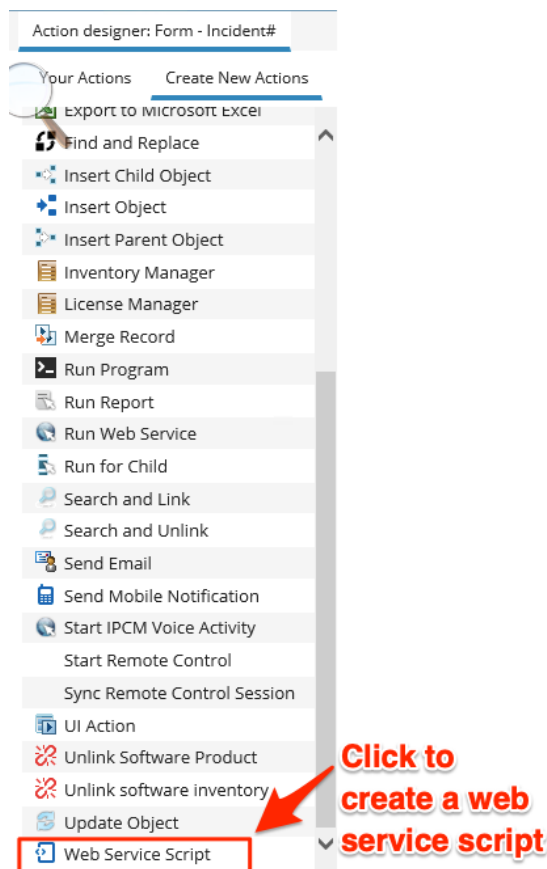
NOTE: This setup assumes you will sync data from your Ivanti incident table. To sync other data from Ivanti, contact [Perspectium Support](#) for a guided setup.



2

Create a web service script action

In the upper left-hand corner of the page, click **Create New Actions**. Then, scroll to the bottom of the actions menu and click **Web Service Script**.



3

Connect your Ivanti integration script

Click **Enter action name** and type **Perspectium Create Incident**. Then, from the **Connection** dropdown, choose **Perspectium Create Incident** to connect the appropriate integration script with the web service script. Finally, click **Save** at the top of the form to save your changes.

Action designer: Form - Incident#

Your Actions Create New Actions

Web Service Script

TOOLBAR PREVIEW: FORM - INCIDENT#

Click to save your changes

Save changes Cancel changes

Web Service Script:

Perspectium Create Incident

Enter action description

Enter category

Connection: Perspectium Create Incident

Type an action name

Choose the appropriate integration script

4

Create additional web service script actions

Using **Steps #1-3** as a guide, create additional web service script actions according to the table shown below.

Table	Action name	Connection
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Incident	Perspectium Update Incident	Perspectium Update Incident
Attachment	Perspectium Create Attachment	Perspectium Create Attachment
Notes	Perspectium Create Comment	Perspectium Create Comment

NOTE: The **Attachment** and **Notes** tables will not appear in the list of icons on the **Business Objects** page. To access these tables, type the table name in the search bar labeled **Find:** in the upper right-hand corner of the screen.

Next steps

[Create Ivanti business rules](#)

Similar topics

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Contact Perspectium Support



US: **1 888 620 8880**

UK: **44 208 068 5953**

support@perspectium.com