Create Freshservice workflows

Fluorine+

Freshservice **workflow automations** allow you to set simple automation rules and create automated processes that help to reduce work redundancy. To trigger dynamic sharing of ticket data from Freshservice to ServiceNow, you will need to create 3 workflows in Freshservice:

1. The **Perspectium Inserts ServiceNow** workflow will ensure that newly created tickets in Freshservice are shared out to ServiceNow. Create this workflow.

2. The **Perspectium Updates ServiceNow** workflow will check for tickets updated in Freshservice and share those updates out to ServiceNow. Create this workflow.

3. The **Perspectium Add Notes** workflow will check for any public notes added to Freshservice tickets and share those notes out to ServiceNow by inserting comments to corresponding incidents. Create this workflow.

Similar topics

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- Create Freshservice workflows
- Create Perspectium Inserts ServiceNow workflow
- Create Perspectium Updates ServiceNow workflow

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