

Create Perspectium Inserts ServiceNow workflow

Fluorine+




The **Perspectium Inserts ServiceNow** workflow enables the sharing of newly created Freshservice tickets to your ServiceNow instance. This workflow also prevents incoming ServiceNow incidents from being shared back out of Freshservice. [Learn more about Freshservice workflows.](#)

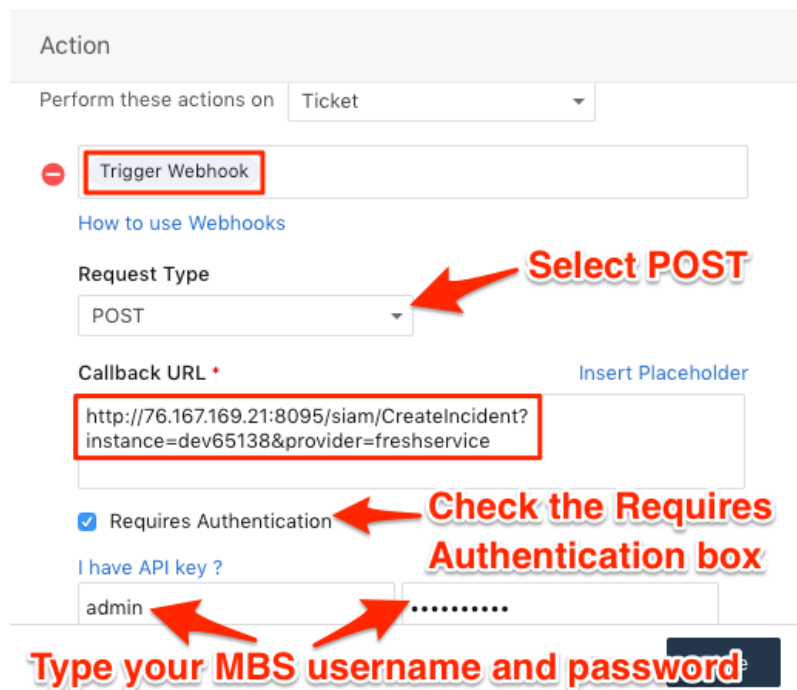
Prerequisite

- ⚠ You will first need to [create custom Freshservice Ticket fields](#).
- ⚠ You must have the Freshservice **Admin** role to complete the procedure described below.

Procedure


To create the Perspectium Inserts ServiceNow workflow, follow these steps:

- Log into Freshservice and navigate to  **Admin > Workflow Automator** (under **Helpdesk Productivity**).
- Make sure that **Tickets** is selected on the left side of the screen. Then, at the top right-hand corner of the screen, click **New Automator > Ticket** and type **Perspectium Inserts ServiceNow** as the Title for the workflow automator.
- You will be redirected to the workflow automator with an **Event** popup displayed. From the resulting dropdown under **When any of these events occur**, select **Incident is > raised**. Then, type **Incident is created** for the label and click **Done**.
- On the left-hand side of the screen, click and drag **Condition** next to the **Incident is created** event until the  icon appears. Then, drop the **Condition**. Under **Match any of these conditions**, type and select **Updated Via > is > Freshservice**. Click  **Add new condition**. Then, type and select **Updated Via > is > None**. Finally, click **Done**.
- Drag and drop an **Action** to the **Yes** branch of the **Updated Via is Freshservice** condition. Under **Perform these actions on Ticket**, type and select **Trigger Webhook**. Then, select **POST** for the **Request Type**. For **Callback URL**, type **http://<your Perspectium MBS URL>/siam/CreateIncident?instance=<your ServiceNow instance>&provider=freshservice**. Finally, check the **Requires Authentication** box and type the username and password for your Perspectium MBS.



Action

Perform these actions on Ticket

 Trigger Webhook

[How to use Webhooks](#)

Request Type

POST

Callback URL *

[Insert Placeholder](#)

http://76.167.169.21:8095/siam/CreateIncident?instance=dev65138&provider=freshservice

☒ Requires Authentication

[I have API key ?](#)

admin

- Still within the same **Action** popup, select **JSON** and then **Advanced** under **Encoding**. Then, add the following script within the scripting window:

```
{
  'ticket':{
    'id':'{{ticket.id}}',
    'subject':'{{ticket.subject}}',
    'description':'{{ticket.description_text}}',
    'status':'{{ticket.status}}',
    'urgency':'{{ticket.urgency}}',
    'impact':'{{ticket.impact}}',
    'priority':'{{ticket.priority}}',
    'url':'{{ticket.url}}',
    'custom_fields':{
      'correlation_id':'{{ticket.correlation_id}}'
    }
  }
}
```

7. Still within the same **Action** popup, scroll down and click **+ Add new action**. Then, type and select **Set Updated Via as > Freshservice**. Click **+ Add new action** again, and then type and select **Set CorrelationID as > EMPTY**. Finally, click **Done** to save this Action.

Action

☒ JSON
 ☐ XML
 ☐ X-FORM-URLENCODED

☐ Simple
 ☒ Advanced

Content

Insert Placeholder

This section lets you write custom API requests. Click on the Insert Placeholders button to include details such as Requester Name, Priority, Ticket Status etc. with your request.

[Webhook Usecases](#)

```
{
  'ticket':{
    'id':'{{ticket.id}}',
    'subject':'{{ticket.subject}}',
    'description':'{{ticket.description_text}}',
    'status':'{{ticket.status}}',
    'priority':'{{ticket.priority}}'
  }
}
```

Set Updated Via as

Freshservice

Set CorrelationID as

EMPTY

+ Add new action

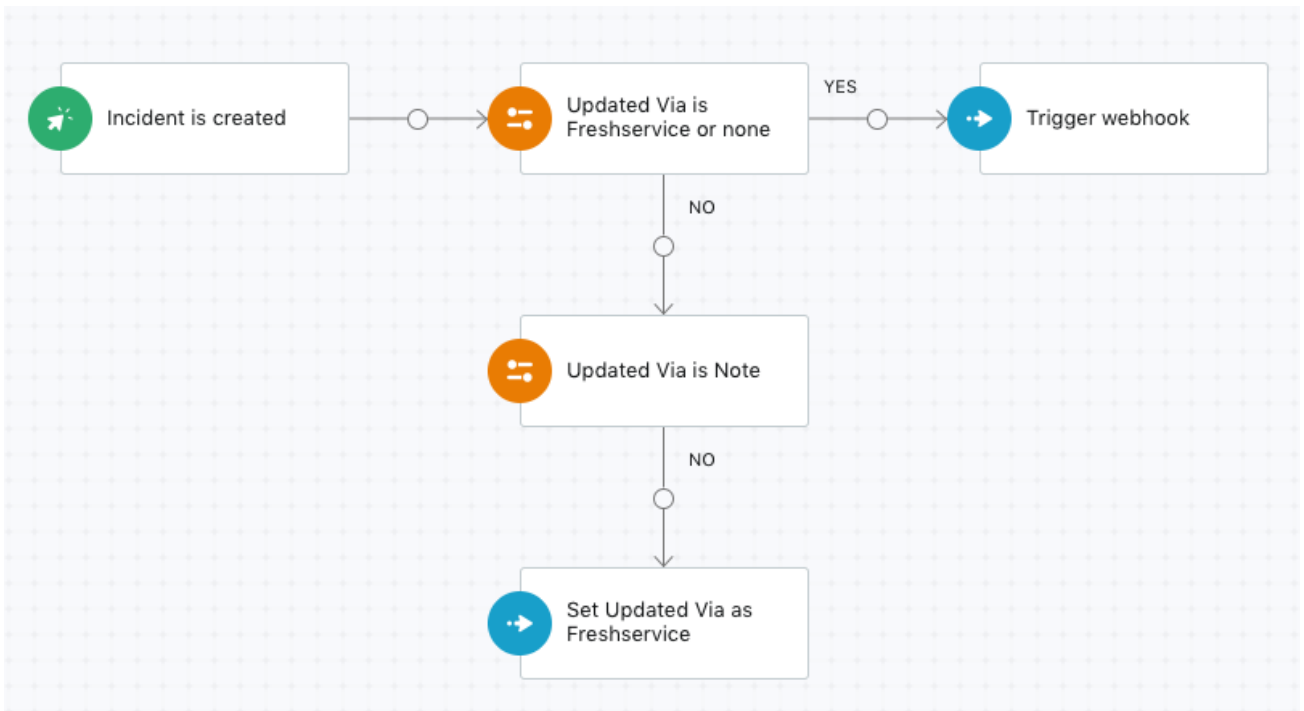
Trigger webhook

Delete

Done

8. Drag and drop a **Condition** to the **No** branch of the **Updated Via is Freshservice** condition. Under **Match any of these conditions**, type and select **Updated Via > is > Note**. Finally, click **Done**.

9. Drag and drop an **Action** to the **No** branch of the **Updated Via is Note** condition. Under **Perform these actions on Ticket**, type and select **Set Updated Via as > Freshservice**. Finally, click **Done** to save this Action. Your workflow should look like the screenshot below:



10. After confirming configuration of your **Perspectium Inserts ServiceNow** workflow, click **Activate** in the upper-right hand corner of the screen and then **Confirm** to save your workflow.

Next step

[Create Perspectium Updates ServiceNow workflow](#)

Similar topics

- [Get started with ServiceBond for Freshservice](#)
- [Create custom Freshservice ticket fields](#)
- [Create Freshservice workflows](#)
- [Create Perspectium Inserts ServiceNow workflow](#)
- [Create Perspectium Updates ServiceNow workflow](#)

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