# **Create Perspectium Updates ServiceNow workflow**



The **Perspectium Updates ServiceNow** workflow enables the sharing of any updated Freshservice tickets to your ServiceNow instance. This workflow also prevents incoming ServiceNow incident updates from being shared back out of Freshservice. Learn more about Freshservice workflows.

#### Prerequisite

A You will first need to create custom Freshservice Ticket fields.

A You must have the Freshservice **Admin** role to complete the procedure described below.

Procedure

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

1. Log into Freshservice and navigate to Admin > Workflow Automator (under Helpdesk Productivity).

2. 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 > Tic

ket and type Perspectium Updates ServiceNow as the Title for the workflow automator.

3. 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 updated** for the label and click **Done**.

4. On the left-hand side of the screen, click and drag Condition next to the Incident is updated event until the ticon appears. Then, drop the Condition. Under Match any of these conditions, type and select Updated Via > is > Freshservice. Finally, click Done.

5. Drag and drop a Condition to the Yes branch of the Updated Via is Freshservice condition. Under Match any of these conditions, type and select CorrelationID > is not > EMPTY. Then, click Done.

6. Drag and drop an Action to the Yes branch of the CorrelationID is not EMPTY 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 /UpdateIncident?instance=<your ServiceNow instance>&provider=freshservice&action=update. Finally, check the Requires Authentication box and type the username and password for your Perspectium MBS.

Action	
Perform these actions on Tic	ket 👻
How to use Webhooks	
Request Type	Select POST
POST	*
Callback URL *	Insert Placeholder
http://76.167.169.21:8095 instance=dev65138&prov	/siam/UpdateIncident? ider=freshservice&action=update
Requires Authentication	Check the Requires
I have API key ?	Authentication box
admin	
Type your MBS u	sername and password

7. 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}}'
  }
}
```

8. 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
SON ○ XML ○ X-FORM-URLENCODED
Simple O Advanced Select 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 Type script here
{     'ticket':{         'id':'{{ticket.id}}',         'subject':'{{ticket.subject}}',         'description':'{{ticket.description_text}}',         'status':'{{ticket.status}}',         'priority!!{{ticket.priority}}'
Set Updated Via as Freshservice
Add new action
Click to save the Action
Trigger webhook
Delete Done

9. 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.

10. 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:

Incident is updated	Updated Via is Freshservice	CorrelationID is not empty	YES	Trigger webhook
	NO			
	····· •			
	Updated Via is Note			
	NO			
	Set Updated via as			
	Freshservice			

11. 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 steps**

Create Perspectium Add Notes 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

## **Contact Perspectium Support**



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