

# Add ServiceNow attachment.uploaded script action for Freshservice

Fluorine+

The final configuration step on the ServiceNow side for your Freshservice service integration is to add a script action. Script actions are server-side scripts triggered by events that can modify configuration items in your instance. The script action that you will need to add will create an outbound message for any incident records that have attachment data included, thus ensuring that any attachments you have created in ServiceNow are successfully shared out to your Freshservice instance.

## Prerequisites

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- ⚠ You will first need to [create a dynamic share for Freshservice](#).
- ⚠ You will also need to [create custom table map fields for Freshservice](#) and [update required transform map field scripts for Freshservice](#).

## Procedure

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To add a script action for attachment.uploaded, follow these steps:

1. Log into your ServiceNow instance and navigate to **System Policy > Events > Script Actions** or simply type and then select **Script Actions** in the Filter Navigator on the upper left-hand side of the screen.
2. Click **New** to create a new script action.
3. In the resulting Script Action form, type **Perspectium Attachment (Freshservice)** as the **Name**. Then, select **attachment.uploaded** from the **Event name** dropdown.
4. Check the **Active** box. Then, add the following script in the scripting window:

```

pspShareUploaded();

function pspShareUploaded() {
    var pspRepl = new PerspectiumReplicator();
    var pspUtil = new PerspectiumUtil();

    var tableName = event.parm1;
    var tableSysId = event.parm2;

    var tgr = new GlideRecord(tableName);
    tgr.addQuery('sys_id', tableSysId);
    tgr.queryNoDomain();
    if (!tgr.next()) {
        return;
    }

    var op = "attach";

    var agr = new GlideRecord(event.table);
    agr.get(event.instance);
    if (pspUtil.recordHasTag(agr, "freshservice_sent")) {
        return;
    }

    var qc = new GlideRecord('psp_replicate_conf');
    qc.addQuery('table_name', tableName);
    qc.addQuery('action_create', true);
    qc.addQuery('action_update', true);
    qc.addQuery("sync_direction", "share");
    qc.addQuery("active", "true");
    qc.addQuery("u_target_queue.u_name", "psp.in.siam.client.freshservice");
    qc.query();
    while(qc.next()) {
        // reset the message set counter each time we do a new share configuration
        pspRepl.messageSetCounter = {};

        var startedDateTime = gs.nowDateTime();
        // share record, setting tag to mark attachments
        if (tgr.operation() == "insert" || (tgr.isValidField("correlation_id") && tgr.
correlation_id.nil())) {
            op = "deferred";
        }
        // try changing name from update to attach

        pspRepl.shareOneRecord(tgr, qc, tableName, op, 'freshservice_sent');
    }
}

```

5. Click **Submit** to finish creating your script action.

## 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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