

Create Perspectium Inserts ServiceNow Dispatch'r rule

Fluorine+




The **Perspectium Inserts ServiceNow Dispatch'r rule** will enable the sharing of newly created Freshdesk tickets to your ServiceNow instance. [Learn more about Freshdesk Dispatch'r.](#)

Prerequisites


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

Procedure

To create custom the Perspectium Inserts ServiceNow Dispatch'r rule, follow these steps:

- Log into Freshdesk and navigate to  **Admin > Dispatch'r** (under **Helpdesk Productivity**).
- In the upper right-hand corner of the **Dispatch'r Rules** screen, click **New Rule**.
- In the resulting form, type **Perspectium Inserts ServiceNow** for the **Rule Name**.
- Under **Conditions**, choose the **Match ALL of the below** option and make sure that the  **(ticket)** option is selected. Then, from the dropdowns, select **Type > is** and type/select **Incident** in the the textbox.
- Click  **Add new condition**. From the dropdowns, select **Updated Via > is** and type/select **Freshdesk** and **None**.
- Under **Actions**, select **Trigger Webhook** from the dropdown and select **POST** as the **Request Type**. For **Callback URL**, type **http://<your Perspectium MBS URL>/siam/CreateIncident?instance=<your ServiceNow instance>&provider=freshdesk**. Finally, check the **Requires Authentication** box and type the username and password for your Perspectium MBS.
- Next to **Encoding**, select **JSON** and **Advanced**. Then, add the following script within the scripting window:

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

- Click  **Add new action**. From the dropdowns, select **Set Updated Via as > Freshdesk**.
- At the bottom right-hand corner of the screen, click **Save** to finish creating the Dispatch'r rule.

Next steps

[Create Perspectium Inserts from ServiceNow Dispatch'r rule](#)

Similar topics

- [ServiceBond for Freshdesk](#)
- [Get started with ServiceBond for Freshdesk](#)

Contact Perspectium Support

US: 1 888 620 8880

- Create Freshdesk Dispatch'r rules
- Create Perspectium Inserts ServiceNow Dispatch'r rule
- Create Perspectium Inserts from ServiceNow Dispatch'r rule



UK: 44 208 068 5953

support@perspectium.com