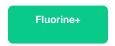
Create Perspectium Inserts from ServiceNow Dispatch'r rule



The Perspectium Inserts from ServiceNow Dispatch'r rule prevents incoming ServiceNow incidents from being shared back out of Freshdesk. Lear n more about Freshdesk Dispatch'r rules.

Prerequisites



You must have the Freshdesk Admin role to complete the procedure described below.



1 You will first need to create custom Freshdesk ticket fields.

Procedure

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

- 1. Log into Freshdesk and navigate to Admin > Dispatch'r (under Helpdesk Productivity).
- 2. In the upper right-hand corner of the Dispatch'r Rules screen, click New Rule.
- 3. In the resulting form, type Perspectium Inserts from ServiceNow for the Rule Name.
- 4. Under Conditions, choose the Match ALL of the below option and make sure that the (ticket) option is selected. Then, from the dropdowns, select **Updated Via > is** and type/select **Webservice** in the textbox.
- 5. Click Add new condition. From the dropdowns, select Type > is and type/select Incident.
- 6. Under Actions, select Set Updated Via as > Freshdesk.
- 7. At the bottom right-hand corner of the screen, click Save to finish creating the Dispatch'r rule.

Next steps

Create Freshdesk Observer rules

Similar topics

- · ServiceBond for Freshdesk
- Get started with ServiceBond for Freshdesk
- Create Freshdesk Dispatch'r rules
- Create Perspectium Inserts ServiceNow Dispatch'r rule
- · Create Perspectium Inserts from ServiceNow Dispatch'r rule

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