Create Perspectium Inserts from ServiceNow Dispatch'r rule

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The **Perspectium Inserts from ServiceNow Dispatch'r rule** prevents incoming ServiceNow incidents from being shared back out of Freshdesk. [Learn more about Freshdesk Dispatch'r rules](#).

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 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 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](#)
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- [Create Freshdesk Dispatch'r rules](#)
- [Create Perspectium Inserts ServiceNow Dispatch'r rule](#)
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Contact Perspectium Support

US: **1 888 620 8880**

UK: **44 208 068 5953**

support@perspectium.com