

# Create Perspectium Updates ServiceNow Observer rule

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The **Perspectium Updates ServiceNow Observer rule** enables the sharing of any updated Freshservice tickets to your ServiceNow instance. [Learn more about Freshdesk Observer 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 custom the Perspectium Updates ServiceNow Observer rule, follow these steps:

1. Log into Freshdesk and navigate to  **Admin > Observer** (under **Helpdesk Productivity**).
2. In the upper right-hand corner of the **Observer Rules** screen, click **New Rule**.
3. In the resulting form, type **Perspectium Updates ServiceNow** for the **Rule Name**.
4. Under **When an action performed by...**, select **Agent or Requester**.
5. Under **involves any of these events**, select **Ticket is > updated** from the dropdowns.
6. Under **on tickets with these properties**, 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**.
7. Click  **Add new condition**. From the dropdowns, select **Updated Via > Is** and type/select **Freshdesk**.
8. Click  **Add new condition**. From the dropdowns, select **CorrelationID > Is Not** and leave the textbox blank.
9. Under **perform these actions**, select **Trigger Webhook** from the dropdown and select **POST** as the **Request Type**. For **Callback URL**, type **http://<your Perspectium MBS URL>/siam/UpdateIncident?instance=<your ServiceNow instance>&provider=freshdesk&action=update**. Finally, check the **Requires Authentication** box and type the username and password for your Perspectium MBS.
10. 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}}'
  }
}
```

11. At the bottom right-hand corner of the screen, click **Save** to finish creating the Observer rule.

## Next steps

[Create Perspectium Updates from ServiceNow Observer rule](#)

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