

Create Perspectium Updates from ServiceNow Observer rule

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The **Perspectium Updates from ServiceNow Observer rule** prevents incoming ServiceNow incident updates from being shared back out of Freshservice. [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 from 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 from 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 **Webservice**.
8. Under **perform these actions**, select **Set Updated Via as > Freshdesk**.
9. At the bottom right-hand corner of the screen, click **Save** to finish creating the Observer rule.

Next steps

[Create Perspectium Add Notes ServiceNow Observer rule](#)

Similar topics

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

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