

# Create Perspectium Add Notes ServiceNow Observer rule

Fluorine+




The **Perspectium Add Notes ServiceNow Observer rule** enables the sharing of any public notes 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 Add Notes 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 **Note is added** from the first dropdown and then **Public** from the **Type** dropdown.
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 Not** and type/select **Note**.
8. Click **blocked URL 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}}',
  'comment': '{{ticket.latest_public_comment}}',
  'custom_fields': {
    'cf_correlation_id': '{{ticket.cf_correlation_id}}'
  }
}
```

11. Click **blocked URL Add new action**. From the dropdowns, select **Set Updated Via as > Freshdesk**.
12. At the bottom right-hand corner of the screen, click **Save** to finish creating the Observer rule.

## Next steps

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

## 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](#)

## Contact Perspectium Support

---



**US: 1 888 620 8880**

**UK: 44 208 068 5953**

**[support@perspectium.com](mailto:support@perspectium.com)**