Create Perspectium Comments from ServiceNow Observer rule

Fluorine+

The **Perspectium Comments from ServiceNow Observer rule** prevents incoming ServiceNow incident comments 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 Comments 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 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** and type/select **Note**.

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.

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