

Add ServiceNow attachment.uploaded script action for Freshdesk

Fluorine+

The final configuration step on the ServiceNow side for your Freshdesk service integration is to add a script action. Script actions are server-side scripts triggered by events that can modify configuration items in your instance. The script action that you will need to add will create an outbound message for any incident records that have attachment data included, thus ensuring that any attachments you have created in ServiceNow are successfully shared out to your Freshdesk instance.

Prerequisites

⚠ You will first need to [create a ServiceNow dynamic share for Freshdesk](#).

⚠ You will also need to [create custom ServiceNow outbound table map fields for Freshdesk](#) and [update required ServiceNow transform map field scripts for Freshdesk](#).

Procedure

To add a script action for attachment.uploaded, follow these steps:

1

Log into your ServiceNow instance and navigate to **System Policy > Events > Script Actions** or simply type and then select **Script Actions** in the Filter Navigator on the upper left-hand side of the screen.

2

Click **New** to create a new script action.

3

In the resulting Script Action form, type **Perspectium Attachment (Freshdesk)** as the **Name**. Then, select **attachment.uploaded** from the **Event name** dropdown.

4

Check the **Active** box. Then, add the following script in the scripting window:

```

pspShareUploaded();

function pspShareUploaded() {
    var pspRepl = new PerspectiumReplicator();
    var pspUtil = new PerspectiumUtil();

    var tableName = event.parm1;
    var tableSysId = event.parm2;

    var tgr = new GlideRecord(tableName);
    tgr.addQuery('sys_id', tableSysId);
    tgr.queryNoDomain();
    if (!tgr.next()) {
        return;
    }

    var op = "attach";

    var agr = new GlideRecord(event.table);
    agr.get(event.instance);
    if (pspUtil.recordHasTag(agr, "freshdesk_sent")) {
        return;
    }

    var qc = new GlideRecord('psp_replicate_conf');
    qc.addQuery('table_name', tableName);
    qc.addQuery('action_create', true);
    qc.addQuery('action_update', true);
    qc.addQuery("sync_direction", "share");
    qc.addQuery("active", "true");
    qc.addQuery("u_target_queue.u_name", "psp.in.siam.client.freshdesk");
    qc.query();
    while(qc.next()) {
        // reset the message set counter each time we do a new share configuration
        pspRepl.messageSetCounter = {};

        var startedDateTime = gs.nowDateTime();
        // share record, setting tag to mark attachments
        if (tgr.operation() == "insert" || (tgr.isValidField("correlation_id") && tgr.correlation_id.nil())) {
            op = "deferred";
        }
        // try changing name from update to attach

        pspRepl.shareOneRecord(tgr, qc, tableName, op, 'freshdesk_sent');
    }
}

```

5

Click **Submit** to finish creating your script action.

Next steps

[Create custom Freshdesk ticket fields](#)

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