

Onboard a ServiceNow customer

Fluorine+

Service provider customers who are using ServiceNow to log incidents and change requests can easily be onboarded via a Perspective Service Provider Gateway integration approach. Customer domains can be used as the trigger for [ServiceNow dynamic shares](#) set up on incidents or change requests, letting you keep your customers up-to-date with the latest information on issues they're experiencing or changes they've requested for the services you provide.

Prerequisites


⚠ First, you will need to follow the steps to [get started with Service Provider Gateway](#).

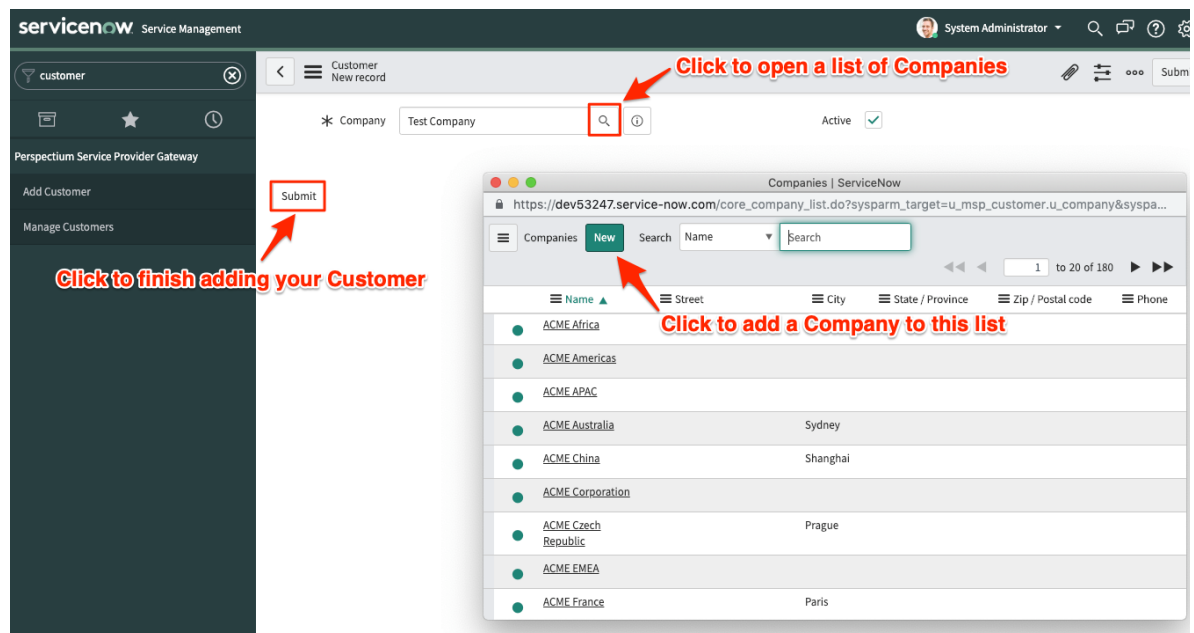
Procedure

To onboard a customer using ServiceNow to your ServiceNow Gateway instance, follow these steps:

1

Add a customer

Log into your Gateway instance and navigate to **Perspective Service Provider Gateway > Add Customer**. Next to the **Company** field, click the  icon to open a list of available customers. To add a customer to this list, click **New** and fill out the resulting form with information about the customer you want to add. Click **Submit** on this form and then choose the customer you want to onboard from the resulting list. Finally, make sure that the **Active** box is checked and click **Submit** to finish adding your Customer record.



The screenshot shows the ServiceNow 'Add Customer' form and a pop-up window for the 'Companies' list. Red arrows and text annotations highlight key steps:

- Click to open a list of Companies:** Points to the search icon next to the 'Company' field.
- Click to finish adding your Customer:** Points to the 'Submit' button on the 'Add Customer' form.
- Click to add a Company to this list:** Points to the 'New' button in the 'Companies' list pop-up.

The 'Companies' list pop-up shows a table with columns: Name, Street, City, State / Province, Zip / Postal code, and Phone. The table contains several entries, including ACME Africa, ACME Americas, ACME APAC, ACME Australia, ACME China, ACME Corporation, ACME Czech Republic, ACME EMEA, and ACME France.

2

Create a domain for your customer

Navigate to **Domain Admin > Domains** and click **New** to create a domain for the customer you created in **Step #1**. Type a **Name** for the domain, such as the name of your customer's company. Then, choose a parent domain from the **Parent** dropdown. The domain that you create will be nested under this Parent domain. Finally, make sure the **Active** box is checked before clicking **Submit** to finish creating the new domain.

ServiceNow Service Management

domain admin

Domain Admin

Domains

Domain Map

Configuration

Domain New record

Name: Test Company

Type: -- None --

Primary: ☐

Description:

Parent: TOP

Active: ☒

Submit

Type a domain for your customer

Choose a Parent domain

Click to finish creating your domain

3

Add a customer endpoint

Navigate to **Perspectium Service Provider Gateway > Manage Customers**. Then, click into the customer record you created in **Step #1**. Enter the following information in the appropriate fields:

Field	Information to enter
Type	ServiceNow
ITSM Module	<p>Incident Management: If selected, incidents will be e-bonded and automatically sent from your customer's instance to the Gateway instance</p> <p>Change Management: If selected, change requests will be e-bonded and automatically sent from your customer's instance to the Gateway instance</p>
Integration User	<p>Username that will be populated in the Caller field (for incidents) or the Requested by field (for change requests)</p> <p>NOTE: Your customer will need to create this same user in their ServiceNow instance (if it doesn't already exist) and assign that user to the Caller or Requested by field when logging incidents or change requests, respectively.</p>
Alias	<p>(Optional) Enter an alias that will appear as the Source/Target display name for Service Provider Mappings records. If left blank, your Gateway instance's name will appear as the Source/Target display name instead.</p>

Next, make sure that the **Active** and **Use Meshlet** boxes are checked. These will ensure that your customer endpoint is activated and that data will be synced properly in the Perspectium Integration Mesh. Finally, click **Submit** to finish creating the endpoint record for your customer.

ServiceNow Service Management

manage

Perspectium Service Provider Gateway

Manage Customers

Configuration

CI Class Manager

CI Lifecycle Management

CI State Registered Users

CMDB CI Actions

CI Actions

Endpoint New record

* Company: Test Company

Type: ServiceNow

* ITSM Module: Incident Management

Integration User: test_company employee

Active: ☒

Use Meshlet: ☒

Alias:

Submit

Choose ServiceNow

Choose Incident Management to integrate incidents or Change Management to integrate change requests

Check both

Choose a default user to populate the Caller field (incident) or Requested by field (change request)

Click to finish creating the endpoint record

NOTE: After clicking **Submit** to save your customer endpoint record, your **Service Provider Mappings** and **Share Conditions** will automatically be created. For more information on these tables, see [Service Provider Mappings Table](#) and [Share Conditions](#).

4

Contact Perspectium Support to configure your Mesh queue

Now that you have created the customer endpoint in your ServiceNow Gateway instance, your initial ServiceNow customer onboarding is complete. All that's left to do is to [contact Perspectium Support](#) so that your Perspectium Integration Mesh queue can be configured for the syncing of data between your Gateway instance and your customer's instance.

Similar topics

- [Onboard a Service Provider Gateway customer](#)
- [Onboard a ServiceNow customer](#)
- [Get started with Service Provider Gateway](#)

Contact Perspective Support



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