Onboard a ServiceNow customer



Service provider customers who are using ServiceNow to log incidents and change requests can easily be onboarded via a Perspectium Service Provider Gateway integration approach. Customer domains can be used as the trigger for <u>ServiceNow dynamic shares</u> 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 provider.

Prerequisites

A 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:



Add a customer

Log into your Gateway instance and navigate to Perspectium Service Provider Gateway > Add Customer. Next to the Company

field, click the control 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.

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Perspectium Service Provider Gateway			
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		<u>ACME EMEA</u>	
		<u>ACME France</u>	Paris

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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 **Sub mit** to finish creating the new domain.

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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
Туре	ServiceNow
ITSM Module	Incident Management: If selected, incidents will be e-bonded and automatically sent from your customer's instance to the Gateway instance
	Change Management: If selected, change requests will be e-bonded and automatically sent from your customer's instance to the Gateway instance
Integrati on User	Username that will be populated in the Caller field (for incidents) or the Requested by field (for change requests) 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.
Alias	(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.

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.



• 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.



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

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Contact Perspectium Support



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