

# Create Freshdesk Dispatch'r rules

**Freshdesk's Dispatch'r rules** are business rules that support service desk workflows by performing predefined actions on newly created tickets. Dispatch'r rules can be used to automatically categorize, prioritize, and/or assign incoming tickets to the right agent in your team, based on the conditions you specify. You will need to create the following 2 Dispatch'r rules to enable the sharing of newly created Freshdesk tickets to your ServiceNow instance.

1

The **Perspectium Inserts ServiceNow Dispatch'r rule** will enable the sharing of newly created Freshdesk tickets to your ServiceNow instance. [Create this Dispatch'r rule.](#)

---

2

The **Perspectium Inserts from ServiceNow Dispatch'r rule** prevents incoming ServiceNow incidents from being shared back out of Freshdesk. [Create this Dispatch'r rule.](#)

---