

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.](#)
