

# Create Freshdesk Observer rules

**Freshdesk's Observer rules** are business rules that will run when certain events occur on Freshdesk tickets (such as when a ticket is updated or a comment is added). Freshdesk Observer rules will need to be created for your Freshdesk SIAM integration so that updates to tickets will properly trigger the dynamic sharing of your Freshservice ticket data to associated ServiceNow incidents. You will need to create the following 4 Observer rules in Freshdesk to enable proper sharing of updated Freshdesk tickets to your ServiceNow instance:

1

The **Perspectium Updates ServiceNow Observer rule** enables the sharing of any updated Freshservice tickets to your ServiceNow instance. [Create this workflow.](#)

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2

The **Perspectium Updates from ServiceNow Observer rule** prevents incoming ServiceNow incident updates from being shared back out of Freshservice. [Create this workflow.](#)

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3

The **Perspectium Add Notes ServiceNow Observer rule** enables the sharing of any public notes to your ServiceNow instance. [Create this workflow.](#)

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The **Perspectium Comments from ServiceNow Observer rule** prevents incoming ServiceNow incident comments from being shared back out of Freshservice. [Create this workflow.](#)

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