

Create Perspectium Updates ServiceNow workflow

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The **Perspectium Updates ServiceNow** workflow enables the sharing of any updated Freshservice tickets to your ServiceNow instance. This workflow also prevents incoming ServiceNow incident updates from being shared back out of Freshservice. [Learn more about Freshservice workflows.](#)

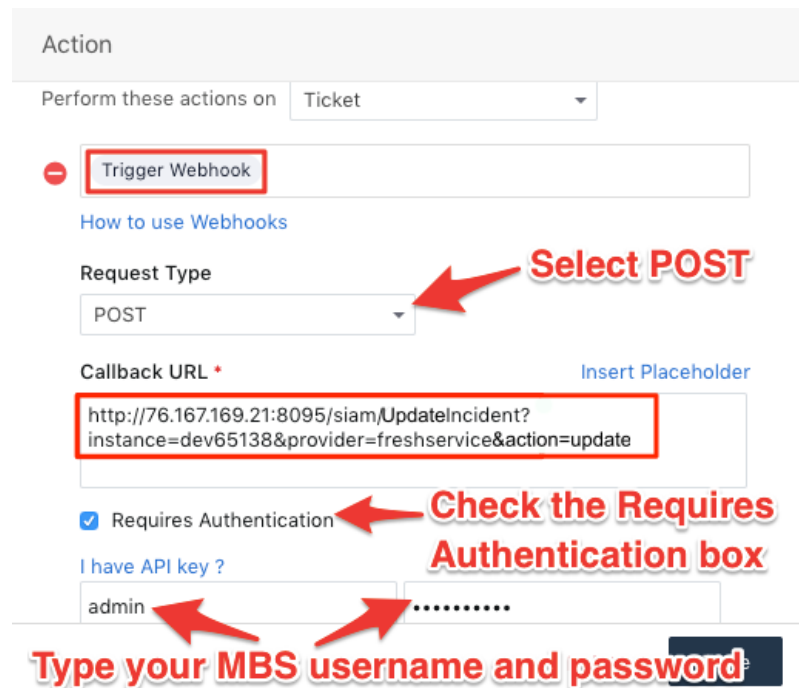
Prerequisite

- ⚠ You will first need to [create custom Freshservice Ticket fields](#).
- ⚠ You must have the Freshservice **Admin** role to complete the procedure described below.

Procedure

To create the Perspectium Inserts ServiceNow workflow, follow these steps:

1. Log into Freshservice and navigate to  **Admin > Workflow Automator** (under **Helpdesk Productivity**).
2. Make sure that **Tickets** is selected on the left side of the screen. Then, at the top right-hand corner of the screen, click **New Automator > Ticket** and type **Perspectium Updates ServiceNow** as the Title for the workflow automator.
3. You will be redirected to the workflow automator with an **Event** popup displayed. From the resulting dropdown under **When any of these events occur**, select **Incident is > raised**. Then, type **Incident is updated** for the label and click **Done**.
4. On the left-hand side of the screen, click and drag **Condition** next to the **Incident is updated** event until the  icon appears. Then, drop the **Condition**. Under **Match any of these conditions**, type and select **Updated Via > is > Freshservice**. Finally, click **Done**.
5. Drag and drop a **Condition** to the **Yes** branch of the **Updated Via is Freshservice** condition. Under **Match any of these conditions**, type and select **CorrelationID > is not > EMPTY**. Then, click **Done**.
6. Drag and drop an **Action** to the **Yes** branch of the **CorrelationID is not EMPTY** condition. Under **Perform these actions on Ticket**, type and select **Trigger Webhook**. Then, select **POST** for the **Request Type**. For **Callback URL**, type **http://<your Perspectium MBS URL>/siam/UpdateIncident?instance=<your ServiceNow instance>&provider=freshservice&action=update**. Finally, check the **Requires Authentication** box and type the username and password for your Perspectium MBS.



The screenshot shows the configuration interface for the 'Trigger Webhook' action. The 'Perform these actions on' dropdown is set to 'Ticket'. The 'Trigger Webhook' action is selected. The 'Request Type' dropdown is set to 'POST', with a red arrow pointing to it and the text 'Select POST'. The 'Callback URL' field contains the URL 'http://76.167.169.21:8095/siam/UpdateIncident?instance=dev65138&provider=freshservice&action=update', which is highlighted with a red box. Below the URL, the 'Requires Authentication' checkbox is checked, with a red arrow pointing to it and the text 'Check the Requires Authentication box'. At the bottom, the 'I have API key?' section shows the username 'admin' and a password field with dots, both highlighted with a red box and the text 'Type your MBS username and password'.

7. Still within the same **Action** popup, select **JSON** and then **Advanced** under **Encoding**. Then, add the following script within the scripting window:

```
{
  'ticket':{
    'id':'{{ticket.id}}',
    'subject':'{{ticket.subject}}',
    'description':'{{ticket.description_text}}',
    'status':'{{ticket.status}}',
    'urgency':'{{ticket.urgency}}',
    'impact':'{{ticket.impact}}',
    'priority':'{{ticket.priority}}',
    'url':'{{ticket.url}}',
    'custom_fields':{
      'correlation_id':'{{ticket.correlation_id}}'
    }
  }
}
```

8. Still within the same **Action** popup, scroll down and click **+ Add new action**. Then, type and select **Set Updated Via as > Freshservice**. Click **+ Add new action** again, and then type and select **Set CorrelationID as > EMPTY**. Finally, click **Done** to save this Action.

Action

☒ JSON ☐ XML ☐ X-FORM-URLENCODED
☐ Simple ☒ Advanced **Select Advanced**

Content [Insert Placeholder](#)

This section lets you write custom API requests. Click on the Insert Placeholders button to include details such as Requester Name, Priority, Ticket Status etc. with your request.

[Webhook Usecases](#) **Type script here**

```
{
  'ticket':{
    'id':'{{ticket.id}}',
    'subject':'{{ticket.subject}}',
    'description':'{{ticket.description_text}}',
    'status':'{{ticket.status}}',
    'priority':'{{ticket.priority}}'
  }
}
```

Set Updated Via as **Freshservice**

+ Add new action

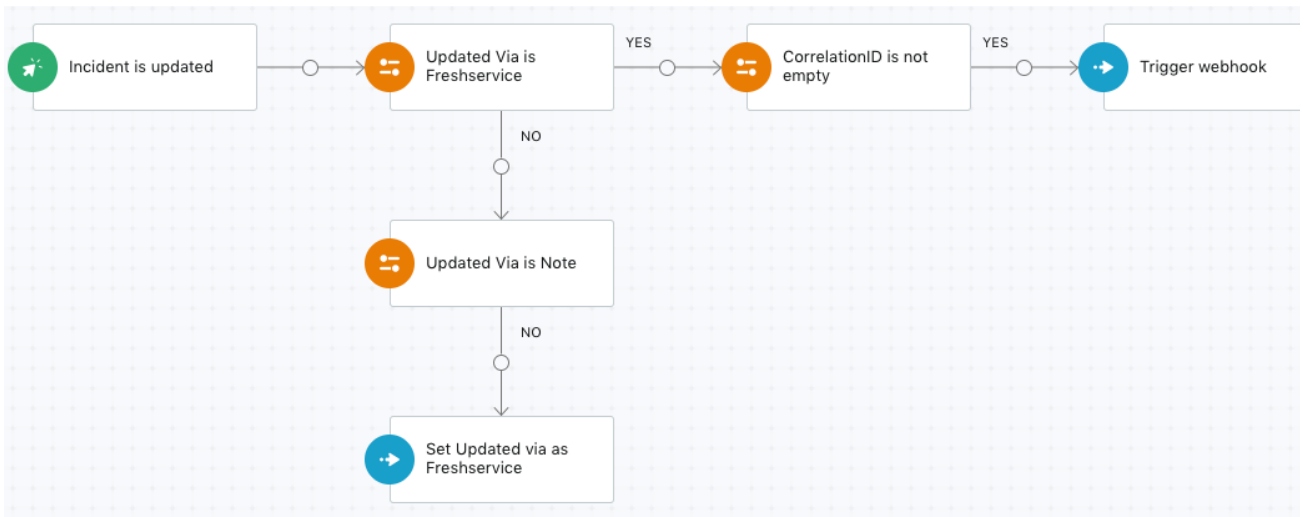
Click to save the Action

Trigger webhook

Delete Done

9. Drag and drop a **Condition** to the **No** branch of the **Updated Via is Freshservice** condition. Under **Match any of these conditions**, type and select **Updated Via > is > Note**. Finally, click **Done**.

10. Drag and drop an **Action** to the **No** branch of the **Updated Via is Note** condition. Under **Perform these actions on Ticket**, type and select **Set Updated Via as > Freshservice**. Finally, click **Done** to save this Action. Your workflow should look like the screenshot below:



11. After confirming configuration of your **Perspectium Inserts ServiceNow** workflow, click **Activate** in the upper-right hand corner of the screen and then **Confirm** to save your workflow.

Next steps

[Create Perspectium Add Notes ServiceNow workflow](#)

Similar topics

- [Create custom Freshservice ticket fields](#)
- [Create Freshservice workflows](#)
- [Create Perspectium Inserts ServiceNow workflow](#)
- [Create Perspectium Updates ServiceNow workflow](#)
- [Create Perspectium Add Notes ServiceNow workflow](#)

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