

Create Perspectium Add Notes ServiceNow workflow

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The **Perspectium Add Notes ServiceNow** workflow enables the sharing of any public notes to your ServiceNow instance. This workflow also prevents incoming ServiceNow incident comments from being shared back out of Freshservice. [Learn more about Freshservice workflows.](#)


Prerequisites

- ⚠ 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 Add Notes 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, type and select Note added is of type > Pubic. Then, click Done.

4

On the left-hand side of the screen, click and drag **Condition** next to the **Note** added is of type **Public** event until the  icon appears. Then, drop the **Condition**. Under **Match** any of these conditions, type and select **Type > is > Incident**. Finally, click **Done**.

5

Drag and drop a Condition to the Yes branch of the **Type** is Incident condition. Under **Match** any of these conditions, type and select Updated **Via > is > Note**. Then, click **Done**.

6

Drag and drop an **Action** to the **Yes** 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**.

7

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

8

Drag and drop an Action to the **No** branch of the **CorrelationID is 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 Mesh 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 Mesh.

Action

Perform these actions on Ticket

Trigger Webhook

[How to use Webhooks](#)

Request Type
POST **Select POST**

Callback URL * [Insert Placeholder](#)
http://76.167.169.21:8095/siam/UpdateIncident?instance=dev65138&provider=freshservice&action=comment

☒ Requires Authentication **Check the Requires Authentication box**

[I have API key ?](#)

admin **Type your MBS username and password**

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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}}',
    'priority': '{{ticket.priority}}',
    'comment': '{{ticket.latest_public_comment}}',
    'custom_fields': {
      'correlation_id': '{{ticket.correlation_id}}'
    }
  }
}
```

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Still within the same **Action** popup, scroll down and click [blocked URL](#) **Add new action**. Then, type and select **Set Updated Via as > Freshservice**. 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

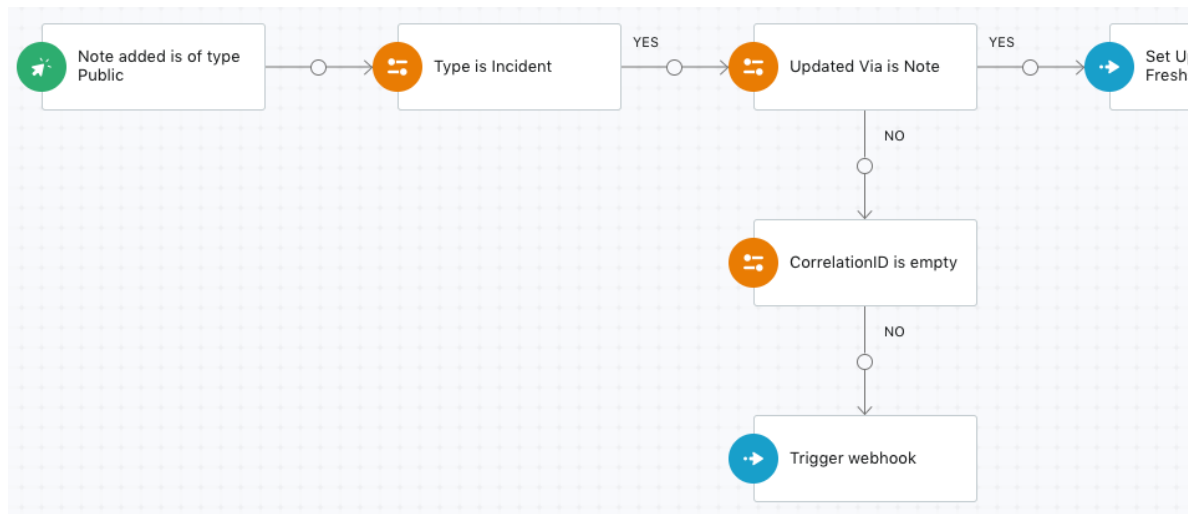
Trigger webhook

Delete

Done

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Your workflow should look like the screenshot below:



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.

Similar topics

Contact Perspectium Support

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- Create Perspective Updates ServiceNow workflow
- Create Perspective Add Notes ServiceNow workflow



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