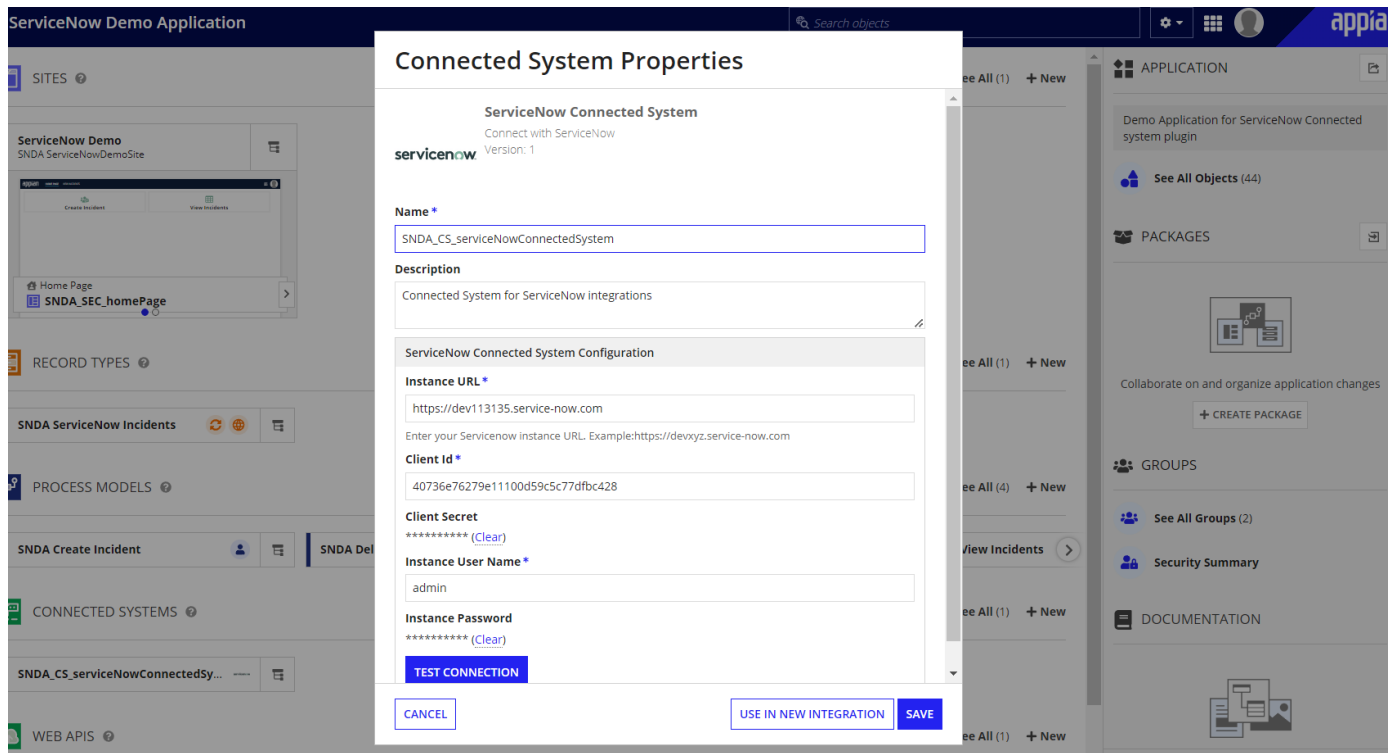# ServiceNow Connected System

Overview

ServiceNow helps users consolidate their IT resources on a single platform. It redefines the service experience and helps to gain real-time visibility on the entire IT operations. This platform creates automated workflows that execute all the manual IT services. It results in an enhanced IT productivity.

Customization is one of the critical ServiceNow perks that organizations cannot deny. It can be scaled easily to meet any business's current and future needs, helping them evolve with the present and future trends.

An incident is an occurrence that can disrupt or cause a loss of operations, services, or functions. Incident management describes the necessary actions taken by an organization to analyze, identify, and correct problems while taking actions that can prevent future incidents.
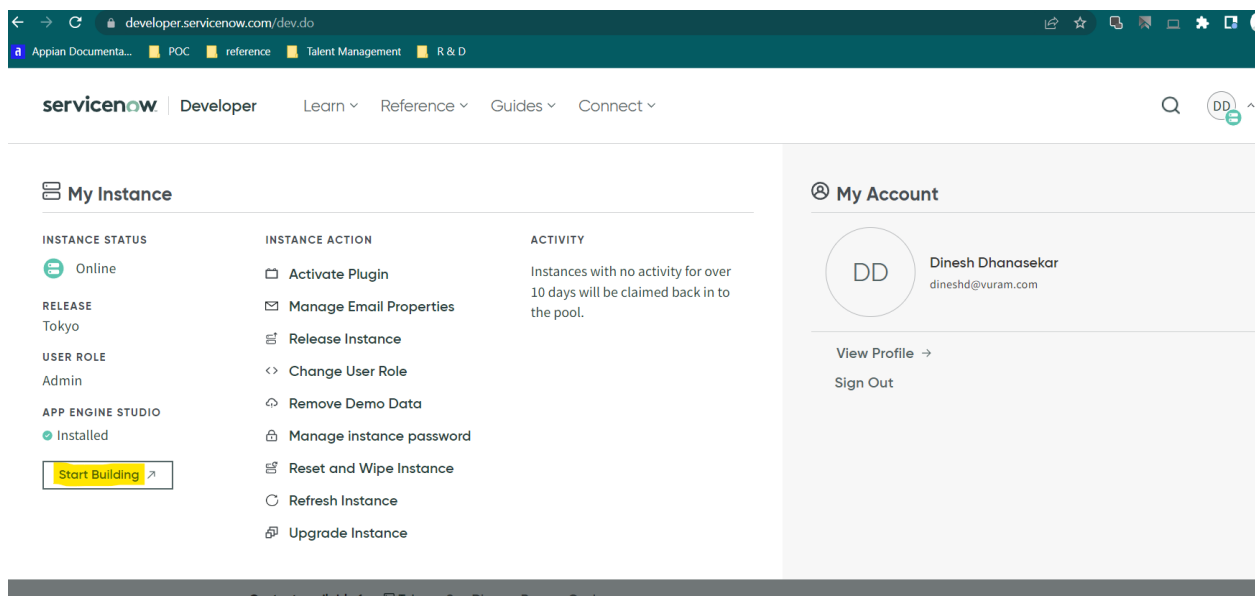
Connected System Configuration

Client Id

● Provide the client ID from the OAuth client application registry.

Client Secret

● Provide the client secret from the OAuth client application registry.

Steps to get Client Id and Client Secret:

● Login to the ServiceNow Developer Site, then click on the profile icon , then click on the **Start Building** button to open ServiceNow App Engine Studio
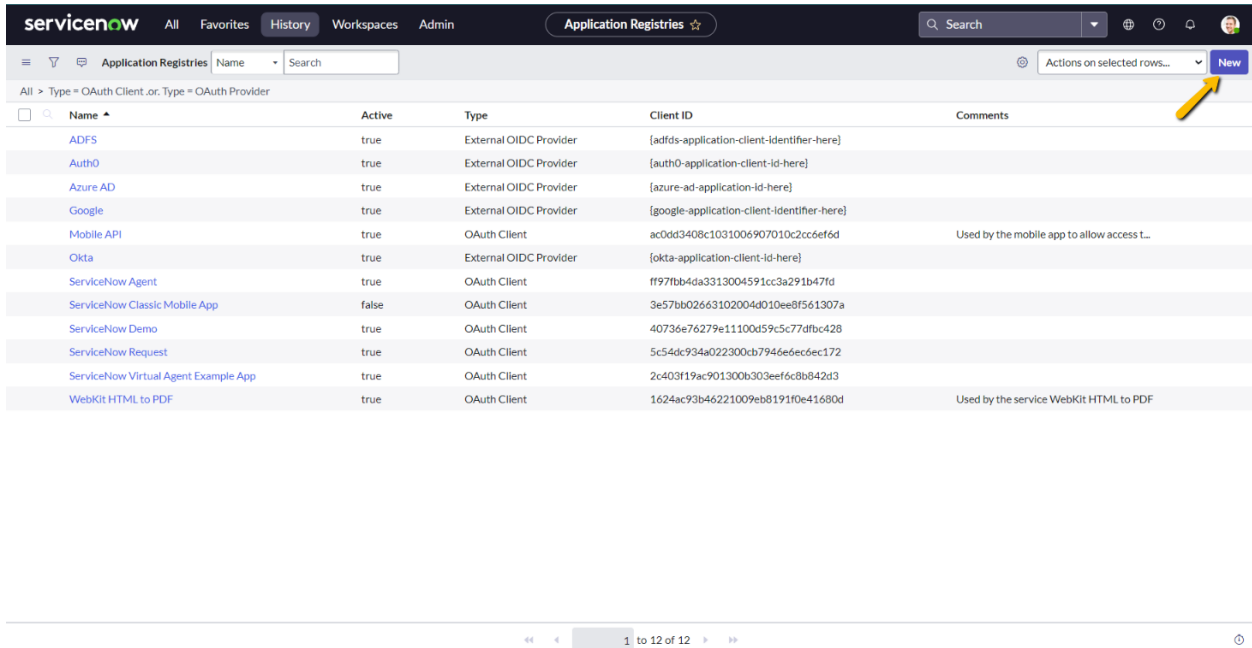
- Navigate to **All → System OAuth → Application Registry**

- Select **Create an OAuth endpoint for external clients** as shown below.

- Leave the Client Secret text box as blank to automatically generate a random client secret. Once once, click on **Submit**.

- Now, under the Application registration, select the created registry and copy the client Id and secret from here.

Instance Url

- Provide the url of the ServiceNow instance.

Instance Username

- Provide the username of the ServiceNow instance.

Instance Password

- Provide the password of the ServiceNow instance.

Steps to get Instance URL, username and password:

- In the serviceNow developer page, click on the **Manage instance password** link.
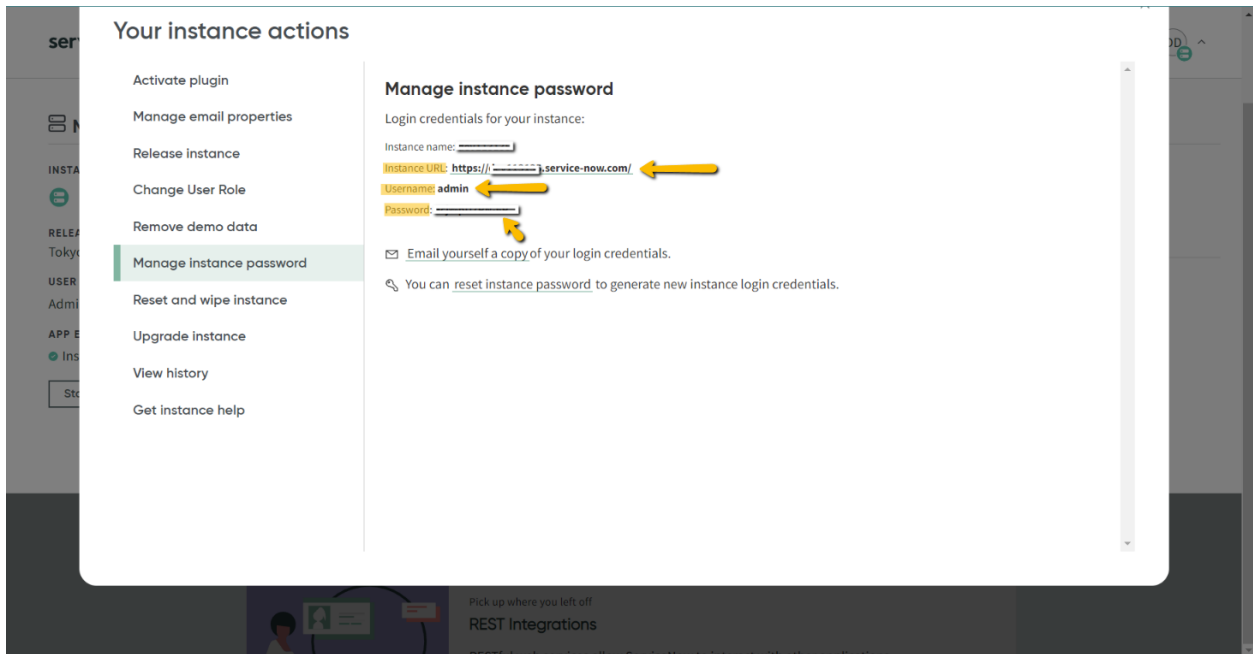
- Here, URL,Username and password of the instance will be displayed. Copy them and use them in the connected system.

Integrations

These are integrations available in this connected system.

Create Incident

Creates a new incident in the incident table of ServiceNow

Input Types for Create Incident

1. Specify values for each input

2. Define all values with a single expression

Delete Incident

Deletes an incident in the incident table of ServiceNow

Get Incident Fields

Returns metadata of the fields available in the incident table.

Read Incident

Returns Incident data with Incident number as input.

Get Incidents in Batches

Lists all the incidents in batches.

Data Source Integration

Returns Incident details in batches for Service Backed records.

Sync Integration

Returns Incidents which are having the given system Ids in the input.

SAVE CHANGES

appian

Connected System *

SNDA_CS_serviceNowConnectedSystem ✖

Operation *

Sync Integration ▾

Get selected incidents

Batch limit

ri!batchLimit

default:1000

Identifiers *

```
1   ri!identifiers
```

❓

ri!identifiers

Type: List of Text String

TEST REQUEST

Rule Input Name		Expression	Value
batchLimit (Number (Integer))	1		12
identifiers (List of Text String)		1 ▾ { 2 "9c573169c611228700193229fff 3 4	List of Text String: 1 item "9c573169c611228700193229fff72400"

Set as default test values

✓ **Result**   Request   Response

Success!

Time

272 ms

Prepare: < 1 ms - **Execute**: 272 ms (Send/Wait/Receive: 270 ms) - **Transform**: < 1 ms

Value

▾ Dictionary
    success **true** (Boolean)
  ▾ result Dictionary
    ▾ result List of Dictionary - 1 item
      ▾ Dictionary
        parent **""** (Text)
        made_sla **"false"** (Text)
        u_test_column **""** (Text)
        caused_by **""** (Text)
        watch_list **""** (Text)
        upon_reject **""** (Text)
        sys_updated_on **"2022-03-17 20:16:07"** (Text)
        child_incidents **""** (Text)