servicenow

ServiceNow Integration with Alexa

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Overview

To Integrate your ServiceNow Instance with Alexa you will need to set up the following.

1. ServiceNow Instance
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   a. Create Alexa Skill
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   c. Set Up Endpoint
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Retrieve Update Set

1. In the main ServiceNow browser window, search Retrieved Update sets

2. In the Related Links sections, click "Import Update Set from XML"

Related Links

Import Update Set from XML

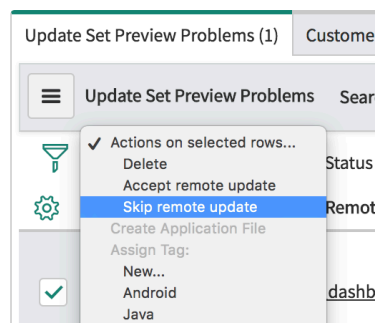3. Choose file to upload and click the Upload button

Step 1: Choose file to upload

✱ XML file   [Choose File] sys_remote…961902.xml
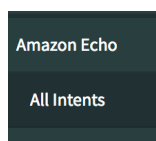
Step 2: Upload the file

[Upload]

4. Open the "Amazon Echo" Update Set

5. Select the "Preview Update Set" button
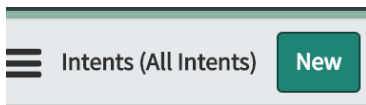
   a. Skip all the Errors presented in the process

6. Select the "Commit Update Set" button

Create Intents

1. In the main ServiceNow browser window, search "All Intents"

   Amazon Echo

   All Intents

2. Open Intent > intents > New

Intents (All Intents)   New

3. Enter the following values:

   a. Name = List Customer Services

   b. Intent keyword = ListCSMCases

   c. Script

Script

```
1   (function(current, content, attributes, erb, IntentUtils){
2
3       /*************LIST INCIDENTS****************/
4       var msg='';
5       var introMessage = "Here is a list of active cases: ";
6       var outroMessage = '';
7       var i = 1;
8
9       var gr = new GlideRecord('sn_customerservice_case');
10      gr.setLimit(3);
11      gr.query();
12
13      while(gr.next()){
14          introMessage += '<say-as interpret-as="cardinal">' + i++ + '</say-as>. ';
15          introMessage += gr.getValue("short_description") + ". " ;
16
17      }
18      msg ="<speak>" + introMessage + "</speak>";
19
20      erb.setOutputSpeech("SSML", "", msg);
21      //erb.setReprompt("SSML", "", "<speak>" + ask_alexa_message + "</speak>");
22      erb.setEnd(false);
23
24      result = erb.getResponse();
25
26
27   })(current, content, attributes, new EchoResponseBuilder(), new IntentUtils());
```

4. Click Save

Create Phrases

1. In the main Intent View Page

2. Select the "New" button

Phrases   New
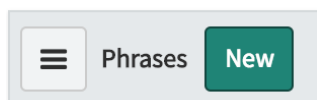
3. Enter the following values:

   a. Phrase = List Cases
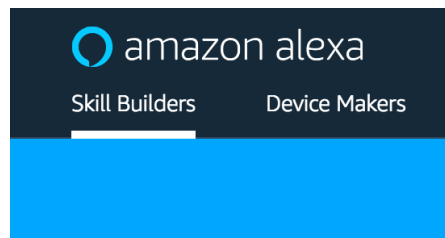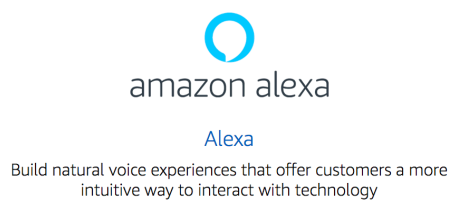
   b. Intent = List Customer Services

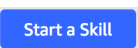|				
Active	✔		Phrase	List Cases
Intent	List Customer Service Cases 🔍 ⓘ		Primary	☐

4. Click Submit

Amazon Setup

Create new Skill

1. Login to Amazon [Alexa Developer Console](#)
2. Click the Alexa icon and select the Skill Builders tab

3. Click the **Create Skill** button
4. Click the **Start a Skill** button
5. Enter the following values:
   a. Skill name = ServiceNow Integration

   ### Create a new skill

   Skill name

   ServiceNow Integration

   22/50 characters

   Default language

   English (US) ⌄

   More languages can be added to your skill after creation

6. Click the submit button
7. Select the Start from scratch option and click the choose button
8. Click the Invocation name button.

📋 Skill builder checklist

Complete these steps to be able to test your skill using the simulator in the test tab, or with your echo device.

1. Invocation Name ❯

Enter an invocation name for your skill

✅

9. Enter the following values:

a. Skill Invocation Name = servicenow

Invocation

Users say a skill's invocation name to begin an interaction with a particular custom skill.
For example, if the invocation name is "daily horoscopes", users can say:

> **User: Alexa, ask daily horoscopes for the horoscope for Gemini**

Skill Invocation Name ⓘ

servicenow

10. Click Save Modal

Create new Intent

1. Click the ➕ **Add** next to the Intents dropdown.
2. Enter the following values:

a. Create custom intent = ListCSMCases

3. Click the Create custom intent button

Intents / ListCSMCases

Sample Utterances (0) ⓘ

What might a user say to invoke this intent?

4. Enter the following values:
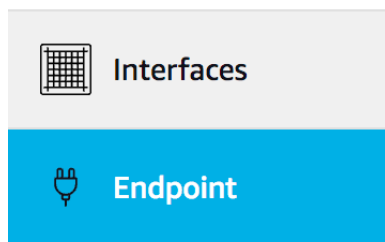
a. Sample Utterances = List Cases

5. Click the + icon

Sample Utterances (2) ⓘ

What might a user say to invoke this

List Cases

Endpoint

1. Click the endpoint tab

Interfaces

Endpoint

2. Select the HTTP checkbox

3. Enter the following values:

    a. Default Region: https://<yourinstancename>.service-now.com/api/snc/alexa

4. Select the "My development endpoint is a sub-domain of a domain that has a wildcard certificate from a certificate authority" option from the dropdown.

5. Click Save Endpoints

Account Linking

1. Enable "Do you allow users to create an account or link to an existing account with you? Option.

Do you allow users to create an account or link to an existing account with you?
Learn more

2. Enter the following values:
    a. Authorization URI = https://<yourinstancename>.service-now.com/oauth_auth.do

    b. Access Token URI = https://<yourinstancename>.service-now.com/oauth_token.do

       a.   Client ID = <Client ID>

           i.   System OAuth > Application Registry > Client ID

       b.   Client Secret = alexa

3.   Click Save

Enable Skills

1.   Go to https://alexa.amazon.com

2.   Select the Skills option
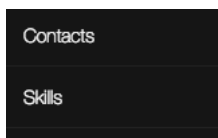
3.   Select the "Your Skills" button

4.   Click the "DEV SKILLS" option
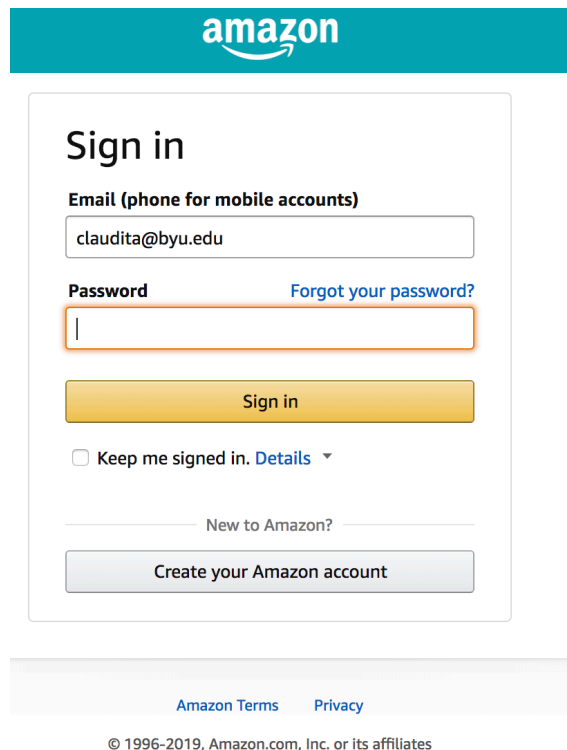
5.   Select you ServiceNow Application
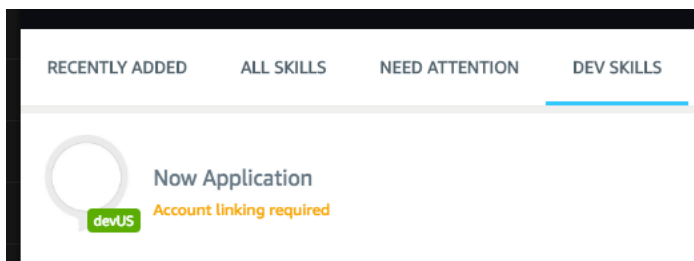
6.   Click the Enable button

7.   Click the Allow button

       a.   Receive a message saying "Now Application has been successfully linked"

8.   Exit windows

Alexa Skill Testing Tool

Testing Alexa Skill

If you do not have a device you can use echoism, a free, community-run project that is an Echo in a webpage, for testing.

1. Log in to https://echosim.io

2. Use Amazon credentials

   a. Email : example@example.dom

   b. Password: xxxxx

3. Click and hold the microphone button and speak a command as you would on the Echo. For example, say, "Alexa, Open ServiceNow?"
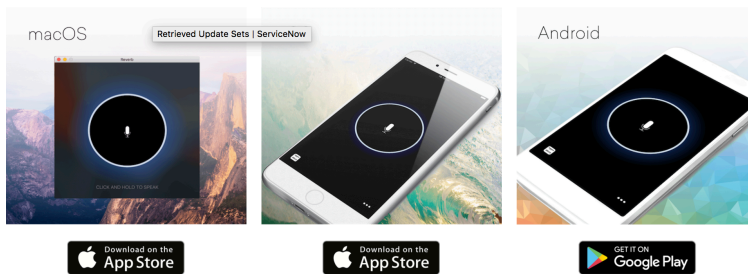

Testing Alexa Skill (Mobile)

1. Go to Reverb Application

2. Download the Reverb App from your App Store

macOS   Retrieved Update Sets | ServiceNow   Android

3. Open the Reverb App from mobile

4. Login Using your Amazon credentials

5. Hold the microphone button and speak a command as you would on the Echo. For example, say, "Alexa, Open ServiceNow?"