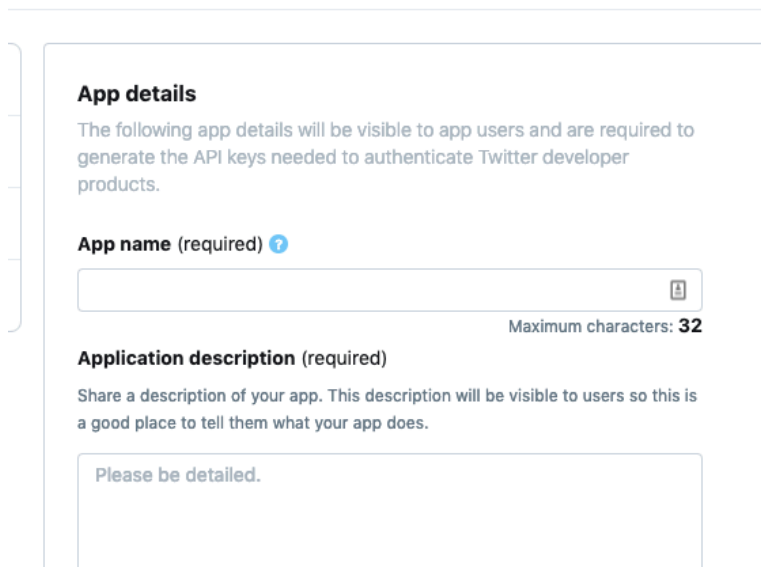


# ServiceNow Integration with Twitter

## Twitter Setup

### Create new Application

1. Login to Twitter Developer [Twitter App](#).
2. Click “Create an app” and fill out mandatory fields to create a new Application.



**App details**

The following app details will be visible to app users and are required to generate the API keys needed to authenticate Twitter developer products.

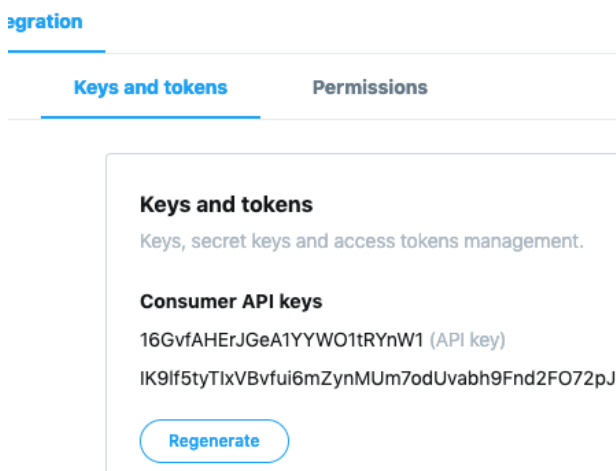
**App name (required)** ⓘ

Maximum characters: **32**

**Application description (required)**

Share a description of your app. This description will be visible to users so this is a good place to tell them what your app does.

3. Go to “Keys and tokens” in your application and take note of the “API Key” and “API secret key” as they will be needed during the ServiceNow Instance Setup – Oauth.



**Migration**

**Keys and tokens**      Permissions

**Keys and tokens**

Keys, secret keys and access tokens management.

**Consumer API keys**

16GvfAHERJGeA1YYWO1tRYnW1 (API key)

IK9lf5tyTlxVBvfui6mZynMUm7odUvabh9Fnd2FO72pJC

[Regenerate](#)

## ServiceNow Instance Setup

### Oauth

1. Log into you ServiceNow instance, for example, <https://<yourinstancename>.service-now.com/>
1. In the ServiceNow application navigator, search “Rest Message”. Click “Rest Message” module under Outbound section.
2. Select the “Get Twitter OAuth Token” option. Click “post” option under the HTTP Methods.
3. Under the Authentication tab, you will need to fill out the fields (API key & API secret key) provided in your Twitter setup.

The screenshot shows the 'Authentication' tab of a REST Message configuration in ServiceNow. At the top, there are two tabs: 'Authentication' (selected) and 'HTTP Request'. Below the tabs, a light blue box contains the following text: 'REST Message HTTP Methods support the following Authentication types: Basic authentication, Mutual (two-way authentication), OAuth 2.0. Authentication configured on the HTTP Method will override the parent REST Message configuration. [More info](#)'. Below this box, there are three input fields: 'Authentication type' with a dropdown menu showing 'Basic (simple)', 'Basic authentication user ID (simple)' with the text '16GvfAHErJGeA1YYWO1tRYnW1', and 'Basic authentication password (simple)' with a masked password field showing '\*\*\*\*\*'.

### Insert New Record

1. In the ServiceNow application navigator, search “Twitter Hashtags”. Click “New” and create a new record (e.g. #servicenow19).

The screenshot shows the 'Twitter Hashtags' list view in ServiceNow. At the top, there is a header bar with a hamburger menu icon, the text 'Twitter Hashtags', a 'New' button, a search icon, and a search bar containing 'Hashtag | u\_hashtag'. Below the header, there is a filter icon and the text 'All'. Below that, there is a settings icon, a search icon, and the text 'Hashtag | u\_hashtag'. Below this, there is a search bar. Below the search bar, there is a table with two rows. The first row has a checkbox, an information icon, and the text '#servicenow19'. The second row has a checkbox, an information icon, and the text '#servicenowd19'. Below the table, there is a checkbox and a dropdown menu with the text 'Actions on selected rows... | x'.

## Scheduled Job

1. In the ServiceNow application navigator, search "Schedule Jobs". Select "TwitterSearchJob" option and click "Execute Now" to run script that will get all tweets associated with the provided hashtag.

Schedule Item  
TwitterSearchJob | sys\_trigger

Name | name: TwitterSearchJob

Job ID | job\_id: RunScriptJob

Next action | next\_action: 2019-09-26 13:59:08

State | state: Ready | 0

Calendar | calendar:

Parent | parent:

System ID | system\_id: -- None --

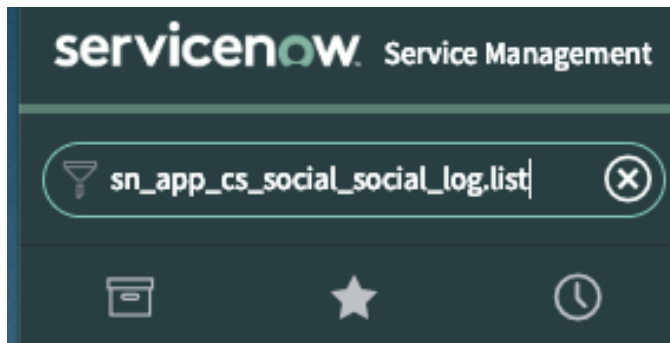
Job context | job\_context: #Thu Sep 26 12:59:10 PDT 2019  
fcScriptName= in the schedule record

Script | script: var twitter = new TwitterSearchUtil();  
twitter.execute();

Trigger type | trigger\_type: Repeat | 1

Repeat | repeat: Days 0 Hours 01 00 00

2. Check the Social Log List to see the new records created.



Social Logs						
New						
Search Created Search						
All						
	Agent	Document	Social Message URL	Social Profile	Social Message	Created
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/1122886500549480448">https://www.twitter.com/statuses/1122886500549480448</a>	cclaudilla (Twitter)	The transportation service sucks! #Mynow...	29/04/2019 23:
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/1122884485089878016">https://www.twitter.com/statuses/1122884485089878016</a>	cclaudilla (Twitter)	great service! #Mynowfeedback	29/04/2019 23:
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/112288433902653440">https://www.twitter.com/statuses/112288433902653440</a>	cclaudilla (Twitter)	I don't like the service you provided! #...	29/04/2019 23:
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/1122885894036312064">https://www.twitter.com/statuses/1122885894036312064</a>	cclaudilla (Twitter)	The service was fantastic! #Mynowfeedback	29/04/2019 23:
	(empty)	CS0052986	<a href="https://www.twitter.com/statuses/1122885250793607168">https://www.twitter.com/statuses/1122885250793607168</a>	cclaudilla (Twitter)	TERRIBLE SERVICE #Mynowfeedback	29/04/2019 23:
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/1122887357638660097">https://www.twitter.com/statuses/1122887357638660097</a>	cclaudilla (Twitter)	Improve service! #Mynowfeedback	29/04/2019 23:
	(empty)	(empty)	<a href="https://www.twitter.com/statuses/1122884553322815494">https://www.twitter.com/statuses/1122884553322815494</a>	cclaudilla (Twitter)	The service was okay. #Mynowfeedback	29/04/2019 23: