Configuration Guide
SAP Service Cloud Integration with ServiceNow
January 2023
English

Replicate Ticket Data from SAP Service Cloud to ServiceNow

Document History

Revision	Date	Author
0	January, 2023	Business Content Harvesting Team

Content

1 Introduction

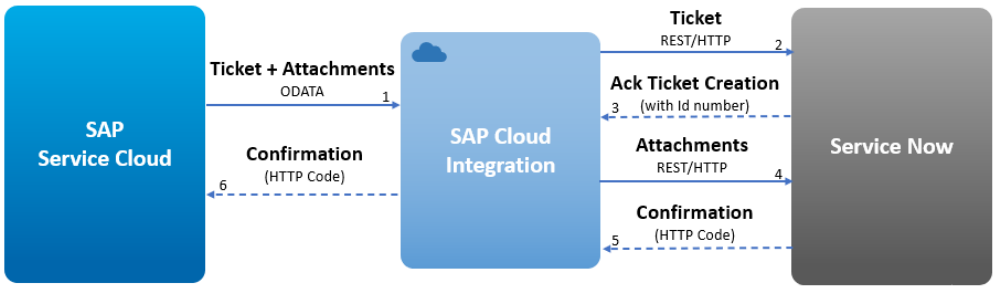
Find bellow the list of requirements that were considered on the development of this interface:

- SAP Service Cloud is required to send the IT tickets to ServiceNow via SAP Cloud Integration.
- Only identified IT tickets must be replicated. A custom field was created on SAP Service Cloud to this purpose.
- The interface should run every 5 minutes to collect the Service Requests.
- Once the ticket is created in ServiceNow, the ID should be sent back to the SAP Service Cloud.
- Attachments must also be created in ServiceNow based on the data received from SAP Service Cloud.
- Once the attachments are created in ServiceNow, the ticket is closed in SAP Service Cloud.
- This interface serves only for tickets and attachments replication.

First, SAP Cloud Integration will query SAP Service Cloud for the Service Requests that need to be sent to ServiceNow (for example, identified with a parameter ('ServiceNow=TRUE') using the OData API. Then, will map the message according to the receiver schema (ServiceNow - Incident). The ticket will be created at ServiceNow and an acknowledgement of ticket creation will be sent to SAP Service Cloud back.

With the ID received in the Acknowledgement, the attachments will also be created. Once finished, the HTTP code 200 will serve as confirmation of attachments creation and will sent back to SAP Service Cloud to close the ticket.

If an error exists in the ticket or attachment creation, no confirmation will be sent to SAP Service Cloud and the ticket will not be closed

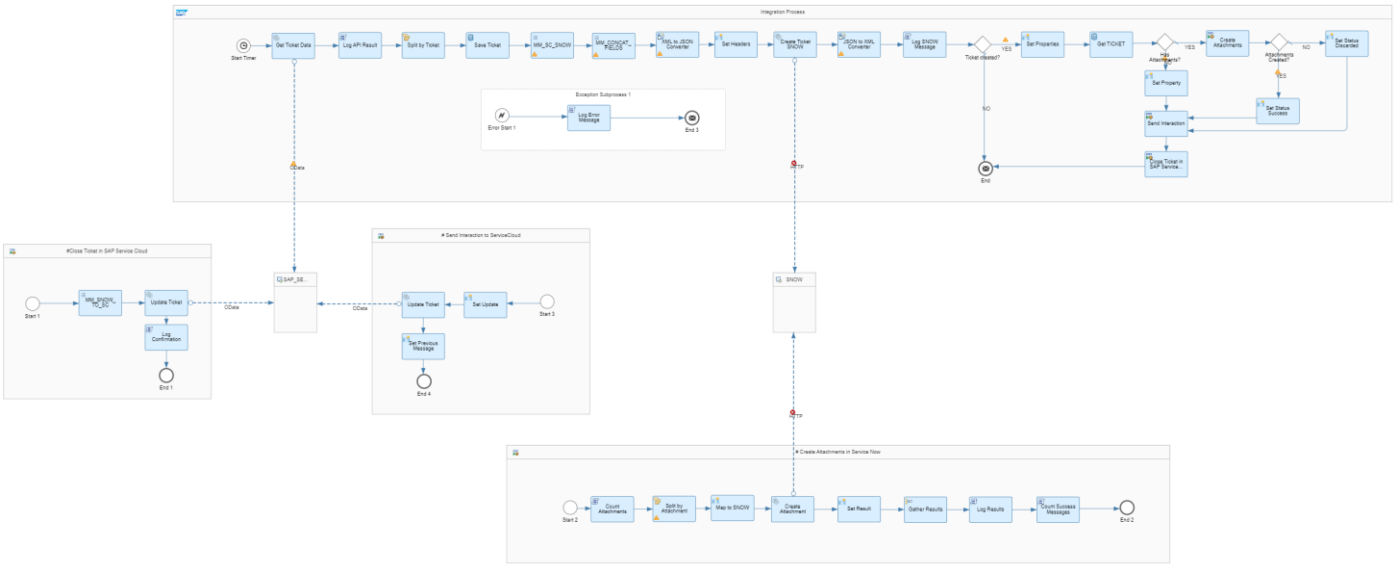


1.1 Prerequisites

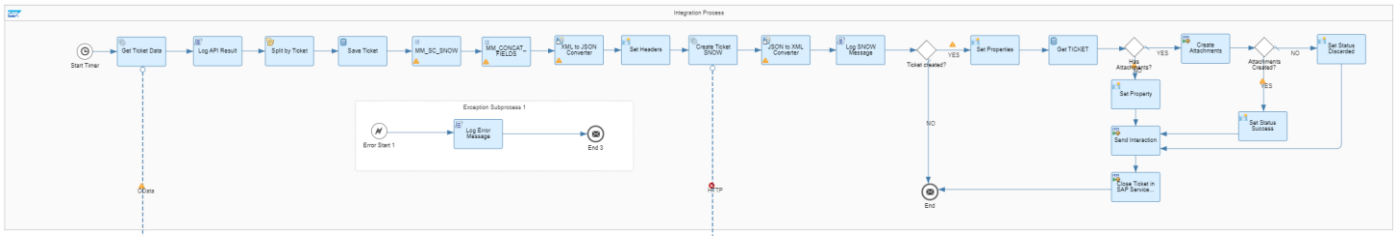
To continue with the configuration of the interface, you must have:

1. Access to the SAP Cloud Integration tenant.
2. Connectivity details for SAP Service Cloud, such as host, user, and password.
3. Connectivity details for ServiceNow, such as host, user, and password.
4. Custom fields were created on SAP Service Cloud (ZServiceNowRelevant_KUT, ZServiceNowID_KUT and ZAttachmentssentoServiceNow_KUT). Certify that you have a similar concept and make the necessary changes on the schema if necessary.

2 Documentation

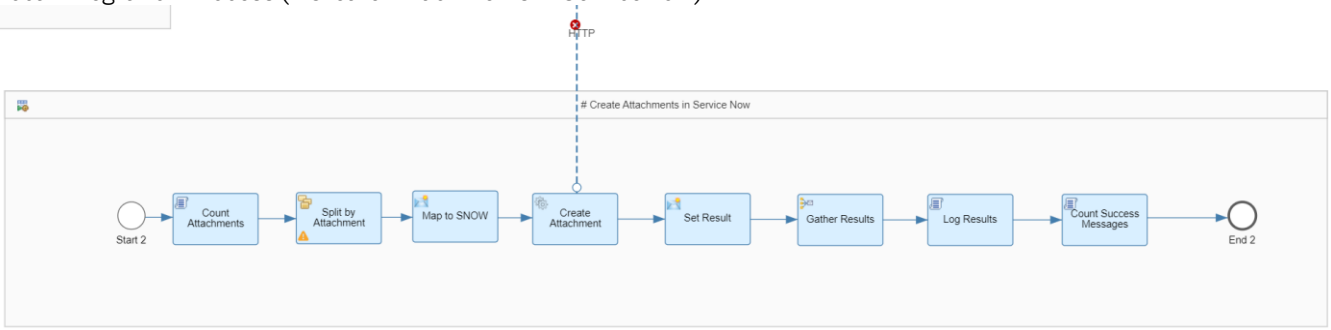


Main Integration Block (Integration Process):



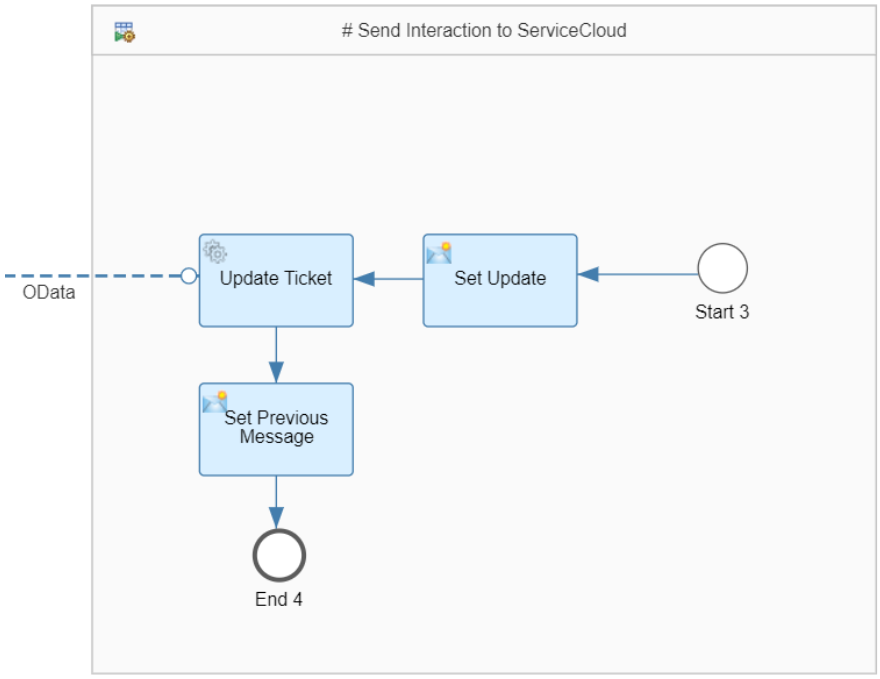
1. Set timer scheduler.
2. Call Service Cloud API to get relevant tickets to be sent to ServiceNow.
3. Log API result and split tickets to be processed in parallel.
4. Save the ticket locally in a data store.
5. Map ticket to the ServiceNow schema.
6. Convert message to JSON and set the relevant header to perform the API call.
7. Call ServiceNow API to create ticket.
8. Convert response payload to XML and log the message in the monitor.
9. If the ticket was not created, the integration process ends.
10. Else, the ID of the ticket created in ServiceNow must be saved and the attachments created.
11. First, recover the ticket data from the Service Cloud API.
12. Check if there's any attachments to be created.
13. If not, the ticket should be closed in Service Cloud with a comment in the interactions tab and the ServiceNow ID filled.
14. If yes, the attachments will be created one by one in ServiceNow.
15. After the attachment's creation, the ticket will be closed at ServiceNow with a comment in the interactions tab, the ServiceNow ID filled and the Attachments Sent to ServiceNow field with status 'Successful'.
16. If an attachment fails, the ticket will be closed at ServiceNow with a comment in the interactions tab, the ServiceNow ID filled and the Attachments Sent to ServiceNow field with status 'Discarded'.

Local Integration Process (#Create Attachments in ServiceNow):



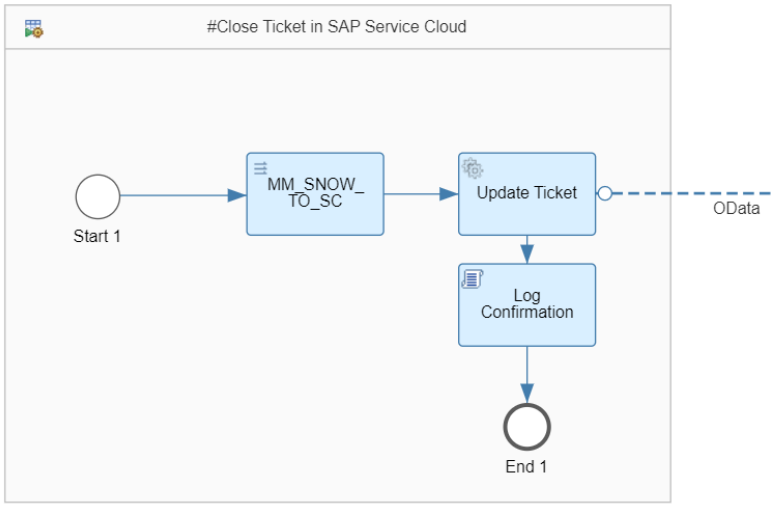
1. Count the number of the attachments to be processed.
2. Split attachments to be processed one by one.
3. Map data to the ServiceNow schema format.
4. Call ServiceNow API to post the attachment.
5. Save API result one by one and aggregate all messages at the end.
6. Log messages in the monitor.
7. Count the number of attachments created and compare with the number of attachments to be processed.
8. If the number of attachments is equal to the number of attachments to be processed, then write the ‘success’ payload. Otherwise, write the ‘discard’ payload.

Local Integration Process (#Send Interaction to Service Cloud):



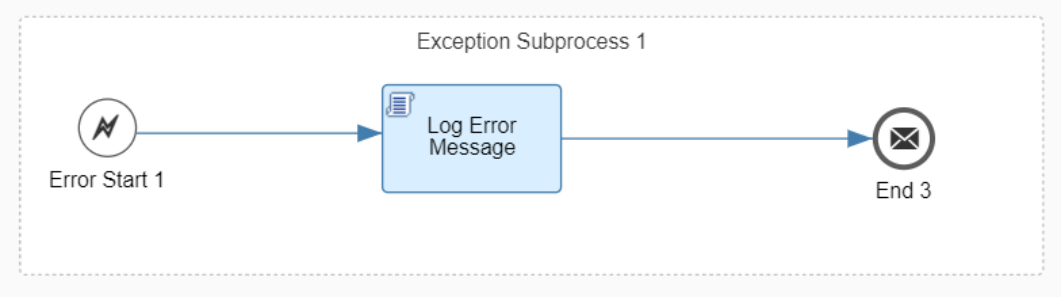
1. Save message and set new payload.
2. Call API and create interaction in Service Cloud.
3. Set previous message.

Local Integration Process (#Create Ticket in Service Cloud):



1. Map message to the Service Cloud schema format.
2. Call API to send ServiceNow Id and update the attachments status.
3. Log confirmation result in monitor.

Local Integration Process (Exception Subprocess):

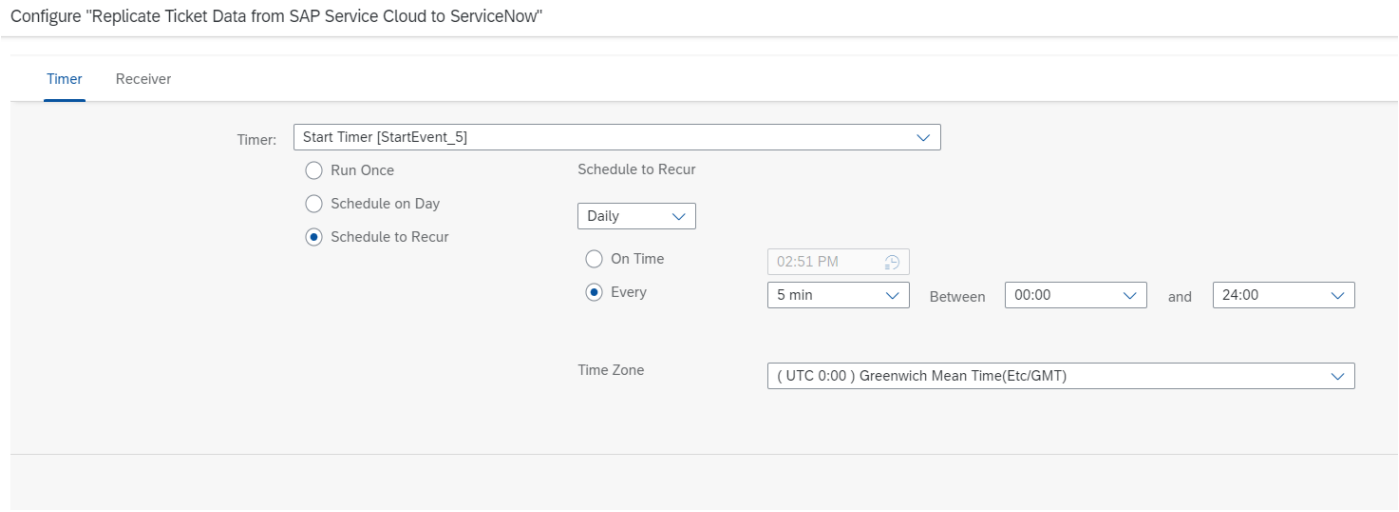


4. Log the exceptions raised in the iflow.

3 Configuration steps on SAP Cloud Integration

3.1 Timer Scheduler

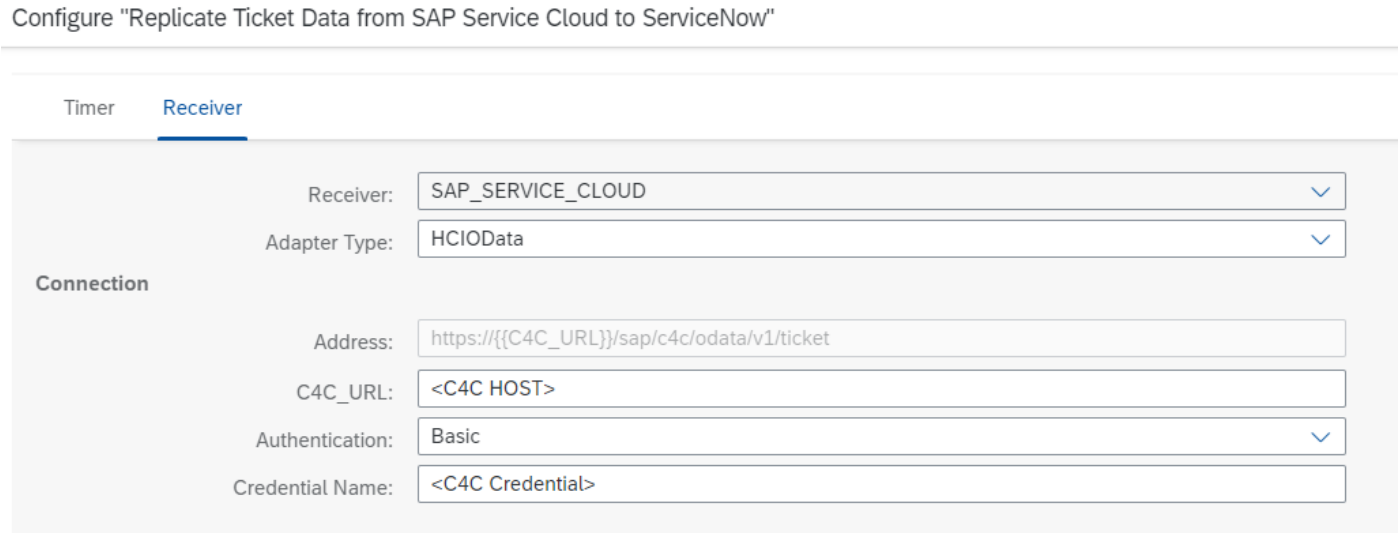
As described previously, the interface will run with a timer-based event, and you can configure how often you want to have your interface running.



For more information how to setup the timer scheduler, check the Help Portal.

3.2 SAP Service Cloud Connection

The following information will be used to connect with the SAP Service Cloud:

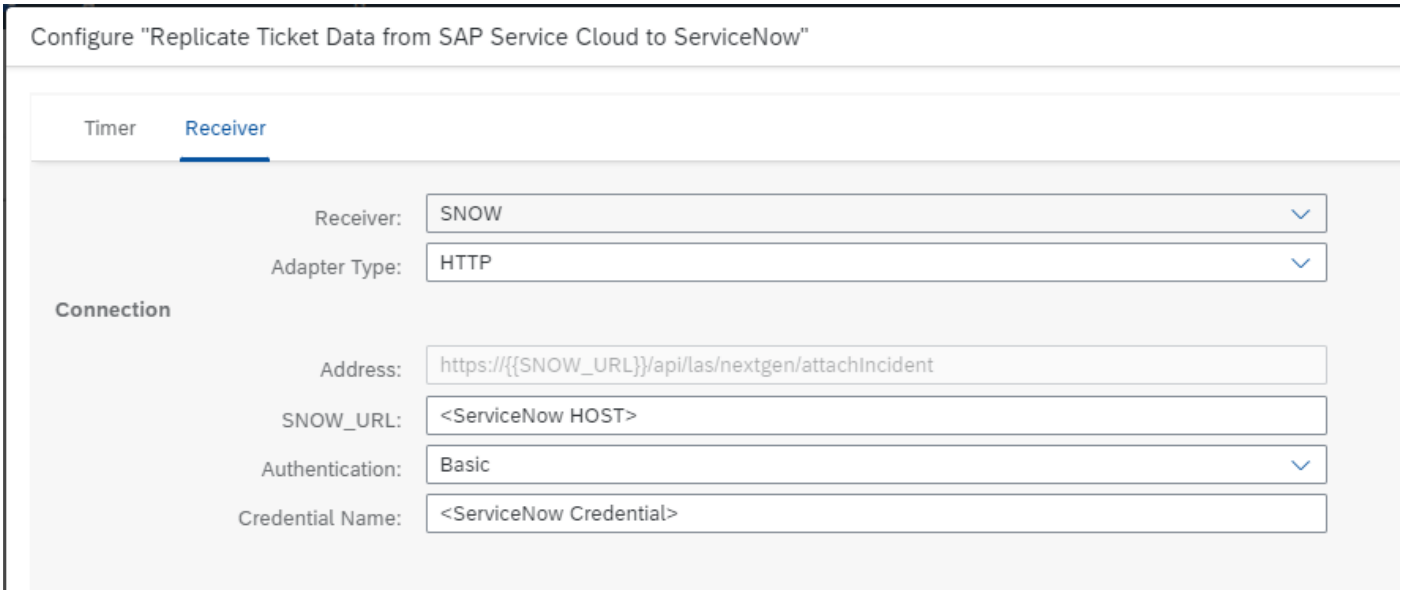


C4C_URL	Enter only the host of your SAP Service Cloud system. Ex: my123456.crm.ondemand.com. You can see on the field Address the full endpoint of your ODATA call.
Authentication	Enter the Authentication type, such as Basic, OAuth2, Client Certificate.
Credential Name	Enter the Credential Name deployed as security artifact.

For more information how to setup the ODATA adapter, check the Help Portal.

3.3 ServiceNow Connection

The following information will be used to connect with the ServiceNow:



SNOW_URL	Enter only the host of your SAP Service Cloud system. Ex: mysnow.service-now.com. You can see on the field Address the full endpoint of your HTTP call.
Authorization	Enter the Authentication type, such as Basic, OAuth2, Client Certificate.
Credential Name	Enter the Credential Name deployed as security artifact.

For more information how to setup the HTTP adapter, check the Help Portal.