

# Integrating UiPath with ServiceNow

## What is ServiceNow?

ServiceNow is a cloud-based company that provides software as a service (SaaS) for technical management support. ServiceNow can integrate with other tools easily.

The company specializes in IT services management (ITSM), IT operations management (ITOM) and IT business management (ITBM), allowing users to manage projects, teams and customer interactions via a variety of apps and plugins.

ServiceNow has service management software for the following industries:

- Healthcare
- Financial services
- Government
- Manufacturing
- Telecommunications
- Education

The cloud services offered by ServiceNow include a suite of products that allow users and companies to operate using serverless computing. The cloud offerings include five common business categories: Security, Customer Service, IT, HR and Business Apps.

## Nonstop Cloud

This product is a tool used to store and organize data for users without ever taking their data offline. It uses a multi-instance model, allowing users to customize the way they use the product so that they can access the type of information they need. Nonstop Cloud can also be used to perform upgrades and other changes at specific scheduled times.

## Now Platform

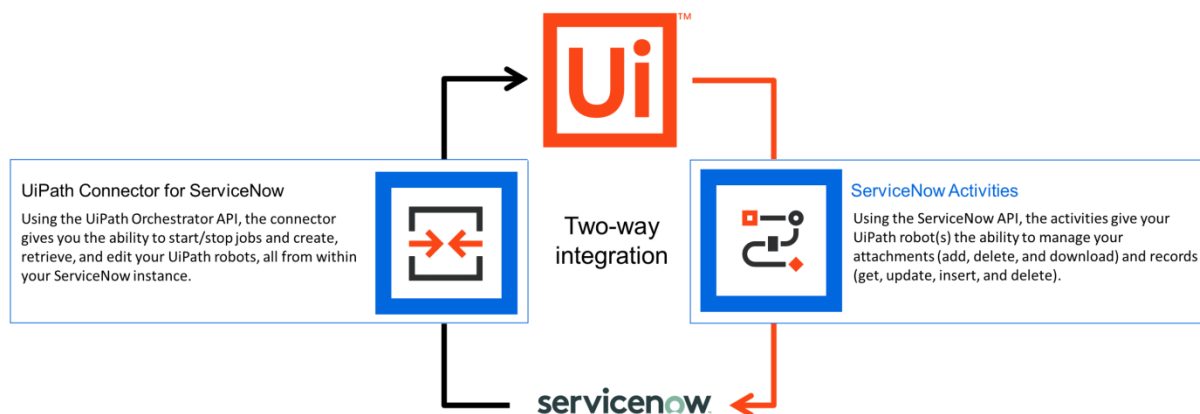
This is a dashboard for ServiceNow's various products, including Nonstop Cloud, tools for anomaly detection, predictive modeling, peer benchmarking and performance forecasting. Now Platform can also be used for functionalities such as:

- service portals;
- subscriptions and notifications;
- knowledge bases;
- service catalogs;
- workflow;
- developer tools;
- reports and dashboards;
- single databases;
- contextual collaboration; and
- orchestration functionality.

Users can also build their own applications to use within the dashboard. Within this tool, management teams can assign or break up workloads among various users. In addition, Now Platform includes edge encryption, an intelligent automation engine and a service creator, among other web service offerings.

ServiceNow delivers digital workflows that create great experiences and unlock productivity for employees and the enterprise.

UiPath provides two integrations to enable two-way automation between UiPath and ServiceNow, the **ServiceNow Activities Package**, and the **UiPath Connector for ServiceNow**



## Step 1

Sign In to <https://www.developer.servicenow.com> ,Click on Sign in Button

## Build apps that solve business problems faster

Rapidly build, test, and deploy applications that make work better for your organization. Start building on Now Platform with a free account.

Sign up and Start Building



### Build your first app in minutes!

Anyone can build on the Now Platform.

Learn More →

## Step 2

The following page is appear after click on sign in button

servicenow

Welcome to ServiceNow Registration

Sign up for a ServiceNow ID

First name

Last name

Email

Password

Confirm password

Enter the text from image below

☐ I have read and agree to the [terms of use](#) and understand that my personal information is processed in accordance with ServiceNow's [privacy statement](#) .

Sign Up

Fill the Above details an click on Sign Up Button ,the following page appear



Thank You!

Please check your email for a link to activate your account.

Go to your mail and activate you account and click on sign in



Thank You!

Your account is now active. Please click below to Sign In.

Sign In

### Step3

After Click on sign in the following questions will be asked and click on next

GETTING STARTED

Hello, Pydisett! Help us tune your experience.

1

Do you code?



Yes

I need a developer oriented IDE.



No

I need a guided experience.

Next

GETTING STARTED

You are ready to create something great!

2

What best describes your job responsibilities? (Optional)

- ☒ Developer
- ☐ Designer
- ☐ IT Admin
- ☐ Other



☐ I have read and agree to the ServiceNow [Developer site terms of use.](#)

Previous

Finish Setup

After that Click on FinishSetup

## Step 4

Now the instance is ready

### Your instance is ready!

Your instance URL: <https://dev110389.service-now.com> ↗

Username: admin  
Current password: ixth71bXRTIO

Keep your new instance active by developing on the instance or logging into the Developer Site. If your instance is inactive for 10 days, it will be reclaimed and released for other developers to use.

[Return to the Developer Site](#)

[Open Instance](#) ↗

Establish a connection and send requests to the ServiceNow API, the ServiceNow Scope activity needs a end point URL for your ServiceNow tenant (**Endpoint URL**), a user name (**UserName**) and password (**Password**), Client ID, Client Secret

In Order to get Client ID,Client Secret go to that instance

We can go to instanceby clicking on Start Buliding or Simply by using the instance URL

**servicenow** | [Developer](#) [Learn](#) ▾ [Reference](#) ▾ [Guides](#) ▾ [Connect](#) ▾

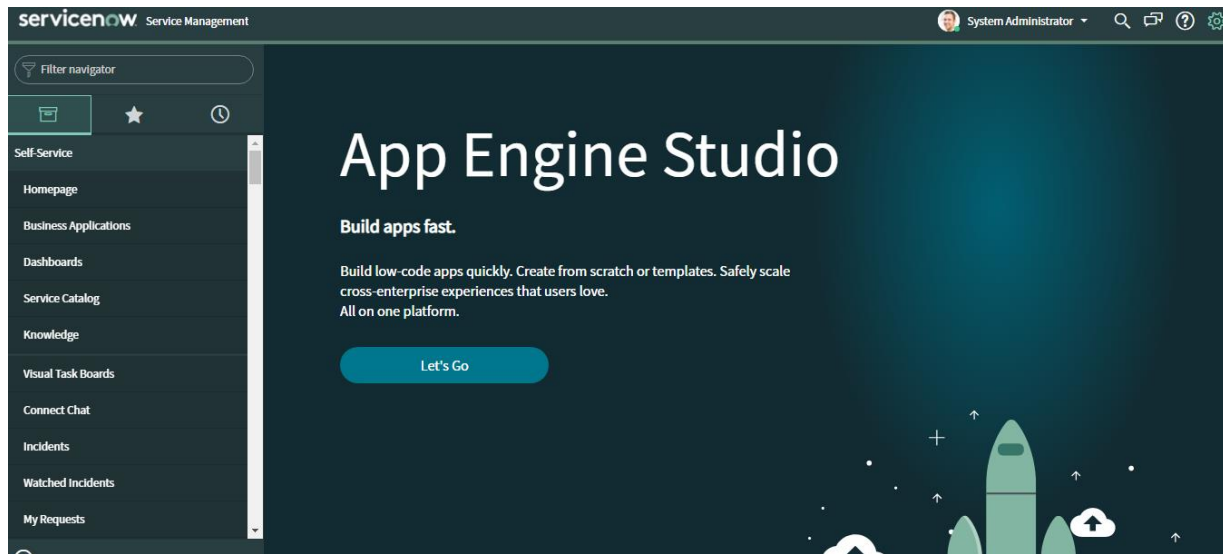
## Hello, Pydisetti

Welcome to ServiceNow!

Start using ServiceNow's powerful Now Platform to build applications that make work better for your organization.

[Start Building](#) ↗

This is the instance page



Go to **System Definitions > Plugins** and verify the OAuth plugin **Status** is set to *Active*.

Check whether it is active or not

Title	<input type="text" value="Plugins"/>	Application	<input type="text" value="Global"/>
Application menu	<input type="text" value="System Definition"/>		
Order	<input type="text" value="400"/>		
Hint	<input type="text" value="Plugins provide additional optional functionality that administrators can activate within a ServiceNow instance"/>		
Display name	<input type="text" value="Plugins"/>		

Visibility

Link Type

Roles	<input type="text" value="admin"/>	Override application menu roles	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>		

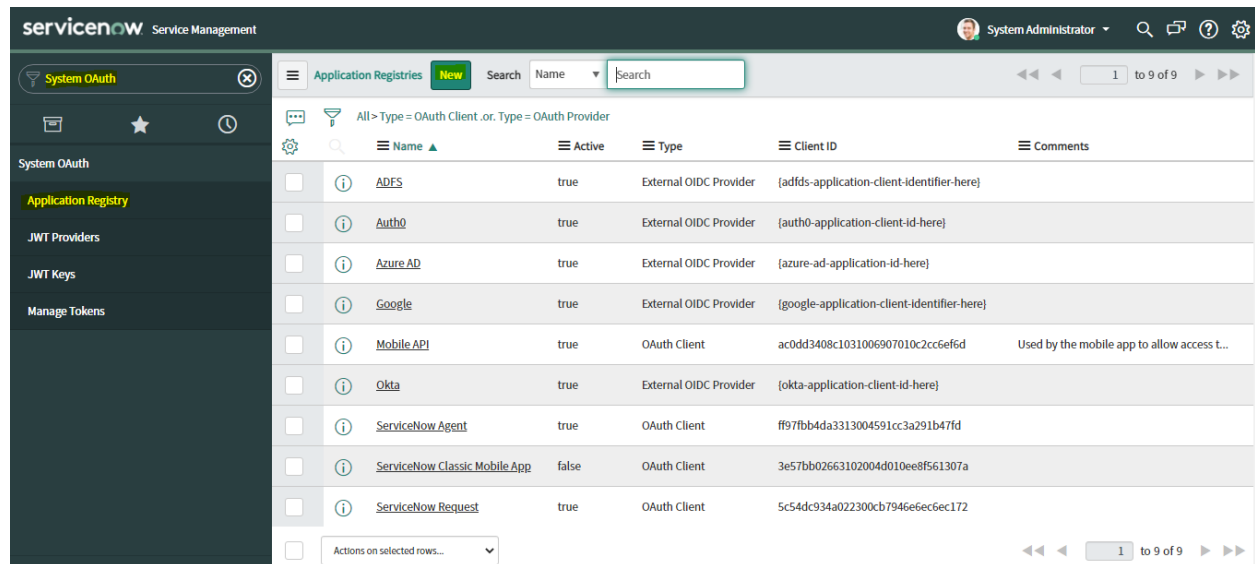
Update

Delete

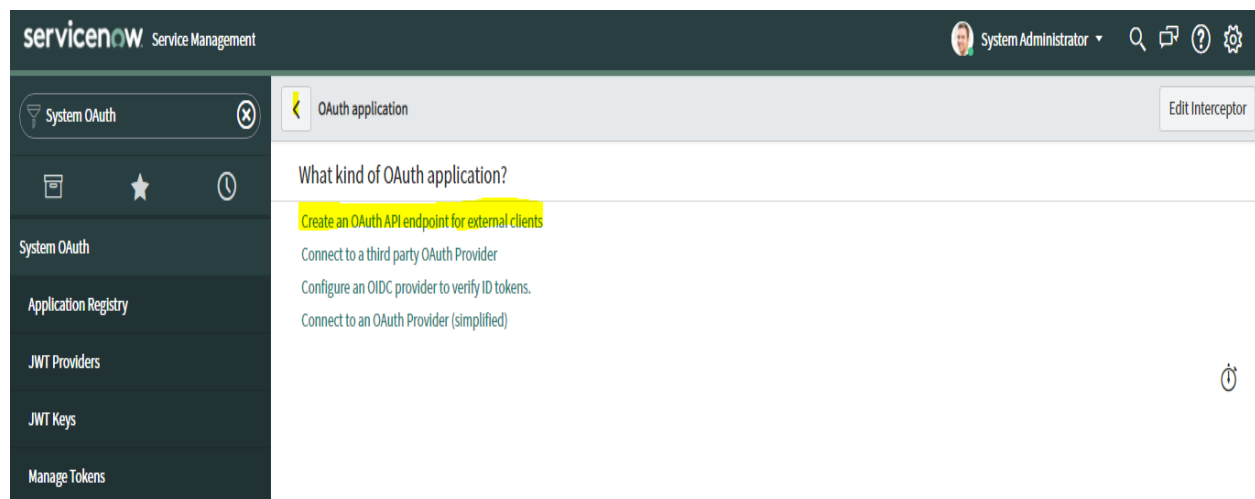
Related Links

[New Classic Mobile Module](#)

Go to **System OAuth > Application Registry** and click **New**



Click on **New**



Click on **Create an OAuth API endpoint for external Clients**



ServiceNow Service Management

System Administrator

System OAuth

Application Registries

New record [Default view\*]

Client ID: Client ID automatically generated by ServiceNow OAuth server.  
 Client Secret: Client secret for the OAuth application. Leave it empty for auto-generation.  
 Refresh Token Lifespan: Time in seconds the Refresh Token will be valid.  
 Access Token Lifespan: Time in seconds the Access Token will be valid.  
 Redirect URL: The redirect URLs authorization server redirect to. They must be absolute URLs and they are comma separated.

More Info

Name: UIPath

Application: Global

Client ID: d3f6f4481ac2301005bc3dd9351c2a15

Client Secret: Leave Client Secret blank to automatically generate a string

Redirect URL: https://dev77859.service-now.com/

Logo URL:

Comments:

Active: ☒

Refresh Token Lifespan: 8,640,000

Access Token Lifespan: 1,800

Submit

Here we must give Name and redirect URL/instance URL and click on submit

Client ID :195965c8c54230109355908ab5b74b83

Instance URL: <https://dev110389.service-now.com/>

Password: **ixth71bXRTIO**

Go to that which you created From here copy the Client ID,Client Secret

Name	Active	Type	Client ID	Comments
ADFS	true	External OIDC Provider	{adfds-application-client-identifier-here}	
Auth0	true	External OIDC Provider	{auth0-application-client-id-here}	
Azure AD	true	External OIDC Provider	{azure-ad-application-id-here}	
Google	true	External OIDC Provider	{google-application-client-identifier-here}	
Mobile API	true	OAuth Client	ac0dd3408c1031006907010c2cc6ef6d	Used by the mobile app to allow access t...
Okta	true	External OIDC Provider	{okta-application-client-id-here}	
ServiceNow Agent	true	OAuth Client	ff97fbb4da3313004591cc3a291b47fd	
ServiceNow Classic Mobile App	false	OAuth Client	3e57bb02663102004d010ee8f561307a	
ServiceNow Request	true	OAuth Client	5c54dc934a022300cb7946e6ec6ec172	
UIPath	true	OAuth Client	195965c8c54230109355908ab5b74b83	

OAuth client application details.

- Name: A unique name.
- Client ID: Client ID automatically generated by ServiceNow OAuth server.
- Client Secret: Client secret for the OAuth application. Leave it empty for auto-generation.
- Refresh Token Lifespan: Time in seconds the Refresh Token will be valid.
- Access Token Lifespan: Time in seconds the Access Token will be valid.
- Redirect URL: The redirect URLs authorization server redirect to. They must be absolute URLs and they are comma separated.

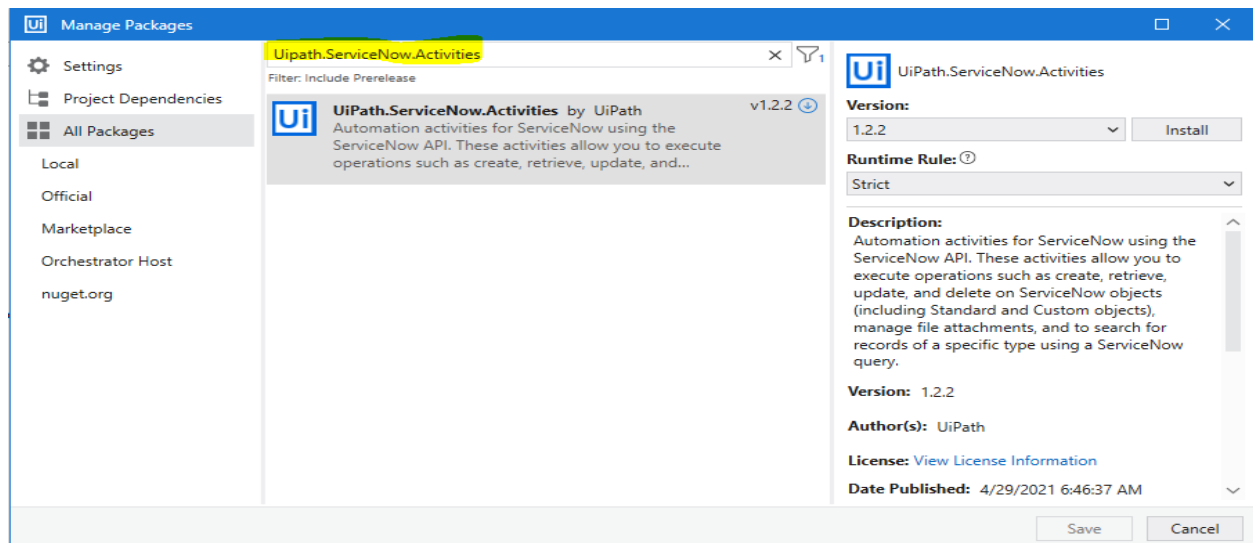
[More Info](#)

* Name	<input type="text" value="UiPath"/>	Application	<input type="text" value="Global"/>
* Client ID	<input type="text" value="195965c8c54230109355908ab5b74b83"/>	Accessible from	<input type="text" value="All application scopes"/>
Client Secret	<input type="password" value="vJM&amp;S-r8mT"/>	Active	<input checked="" type="checkbox"/>
Refresh Token Lifespan	<input type="text" value="8,640,000"/>	Access Token Lifespan	<input type="text" value="1,800"/>
Redirect URL	<input type="text" value="https://dev110389.service-now.com/"/>		
Logo URL	<input type="text"/>		
Comments	<input type="text"/>		

From here copy Client Secret **vJM&S-r8mT**













This are the Credential needed for Successful Integration

Go to UiPath Studio and create a new process














And go to manage package ->All Package->install UiPth.ServiceNow.Activities

This are all the activities present in ServiceNow Package

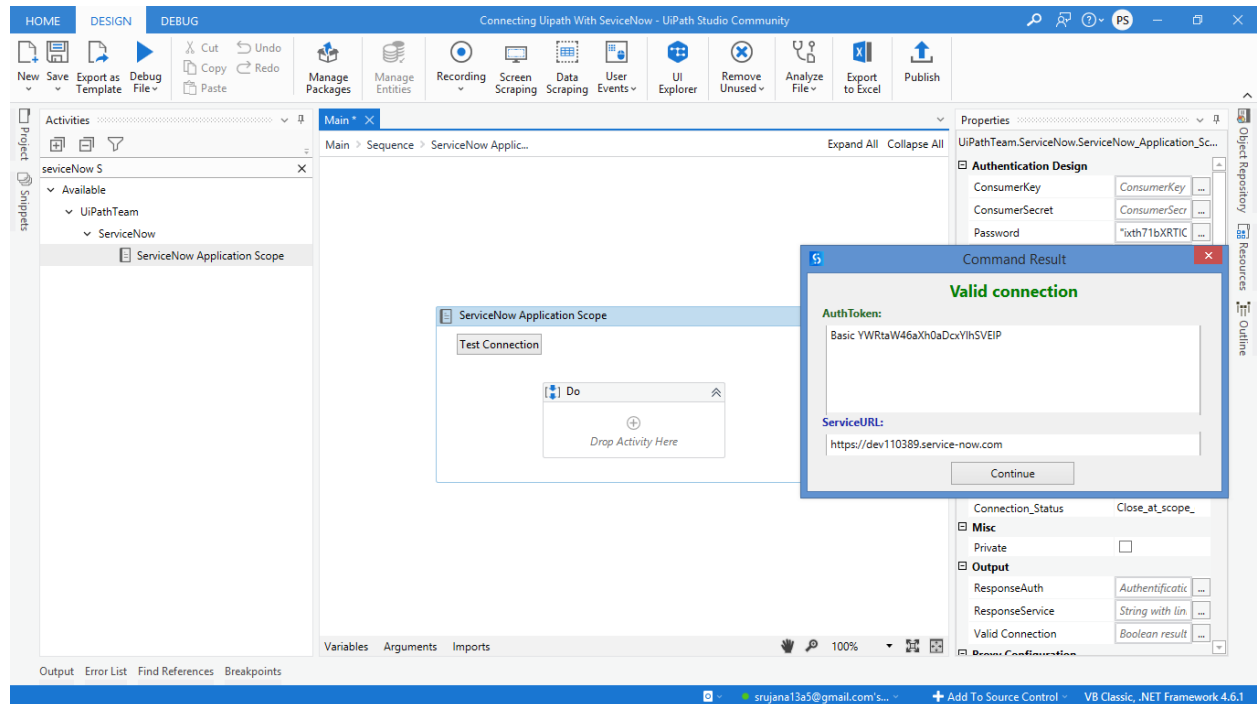
- ▼ ServiceNow
  - ▼ Attachment
    -  Add Attachment
    -  Delete Attachment
    -  Download Attachment
  - ▼ Bulk API
    -  Insert ImportSet Records
    -  Upsert Records
  - ▼ ServiceNow Object
    -  Delete ServiceNow Record
    -  Get ServiceNow Record
    -  Insert ServiceNow ImportSet
    -  Insert ServiceNow Record
    -  Update ServiceNow Record
    -  Search ServiceNow Records
    -  ServiceNow Application Scope

UiPath.Team.ServiceNow.Activities package will have more activities it is flexible to use

- ▼ UiPathTeam
    - ▼ **ServiceNow**
      - > Asset
      - > Attachment
      - > Catalogs
      - > Change Request
      - > Custom Object
      - > Group
      - > Incident
      - > JOIN
      - > Knowledge Article
      - > NoScope
      - > Problem
      - > Requested Item
    - ▼ **ServiceAPI**
      - > Cart
      - > Catalogs
      - > Categories
      - > Items
    - > Task
    - > User
    - > Variable
      -  Call Script
      -  Format combobox for **ServiceNow**
      -  Get Data Native
      -  Get Data SQL JSON
      -  Get Data Wizard Design
      -  Get Data Wizard SQL
-  Get Names And Ids
  -  Send JSON to EndPoint
  -  Send JSON to Table
  -  ServiceNow Application Scope
  -  Wizard BIGDATA

Drag and drop ServiceNow Scope Activity and provide password,username,endpoint URL

And check test connection



After valid connection what ever you want to Automate use that particular activities needed for that process.

**For any RPA Implementations/ resources in your organization please reach out to [rpa@gxplabs.com](mailto:rpa@gxplabs.com)**