1. Create your own Slack once done go to Manage Apps and click on Build and Start Building. Create a new App or select if you have existing App.
2. Under Features goto Bot Users give your own and Activate the Always Show My Bot as Online option and Save.
3. Again under Features goto Event subscription and Activate the App, when you scroll down you see **Subscribe to Bot Events** where you need to give the created Bot users event API. Search for message.channels event.
4. Now goto ServiceNow and create Request URL end point.
5. Navigate to scripted Rest API: Create New and give Name remove the Default ACL roles save it.
6. Create a Resource of HTTP Method POST

if(request.body.data.challenge){

response.setStatus(200);

response.setContentType('text/plain');

response.getStreamWriter().writeString(request.body.data.challenge);

}

1. We need to provide Events API Request URL: <https://api.slack.com/events/url_verification> code under Script REST API.
2. Give the Resource Path along with the Dev url in Slack Event URL. Example: <https://dev83884.service-now.com/api/90235/slack_integrtion>
3. Goto Slack Build Apps select App and under Setting you have Install App click and Activate it.
4. Goto Slack and invite bot user to any channel. /invite @bot user name
5. Goto Snow and create a Custom Table where you want to store the response from Slack with field Paylod of String type.
6. Later goto Scripted RestAPI -> Resource and add below code to the Else condition.

if(request.body.data.challenge){

response.setStatus(200);

response.setContentType('text/plain');

response.getStreamWriter().writeString(request.body.data.challenge);

}

else

{

var grSlackResponse = new GlideRecord('customTable'); //Provide your custom table name

grSlackResponse.initialize();

grSlackResponse.u\_payload = JSON.stringify(request.body.data, null, 2);

grSlackResponse.insert();

}

1. Now send a message from Slack and see you the record is created on your custom Table.
2. Once you get the response and the record is created in Custom Table now you try to send a response to Slack saying that Record is created in Servicenow
3. Add below code under Else condition after grSlackResponse.insert(); line.

var rm = new sn\_ws.RESTMessageV2();

rm.setHttpMethod('POST');

rm.setRequestHeader('Content-Type', 'application/x-www-form-urlencoded');

rm.setEndpoint('https://slack.com/api/chat.postMessage');

var bodyString = '';

bodyString += 'token=' + encodeURIComponent(gs.getMessage('token')); //Create a property of your Bot User token

bodyString += '&channel=' + encodeURIComponent(gs.getMessage('channel')); // Create a property of your Channel

bodyString += '&text=' + encodeURIComponent('Congratulations Ticket is created in Snow' );

rm.setRequestBody(bodyString);

var response1 = rm.execute();

var responsebody = response1.getBody();

var statuscode = response1.getStatusCode();

response1.getAllHeaders();

1. You can get the Token from Slack, goto Manage Apps and click on Build and select your app and under Features you will oAuth & Permission click on it you will find the Token.
2. You may find the Channel ID from the URL upon selection of the Channel or in the response you receive under Paylod you will find the channel ID.

With this you can complete your integration Sending a message from Slack will create a Record and once record created you will receive a message to slack.