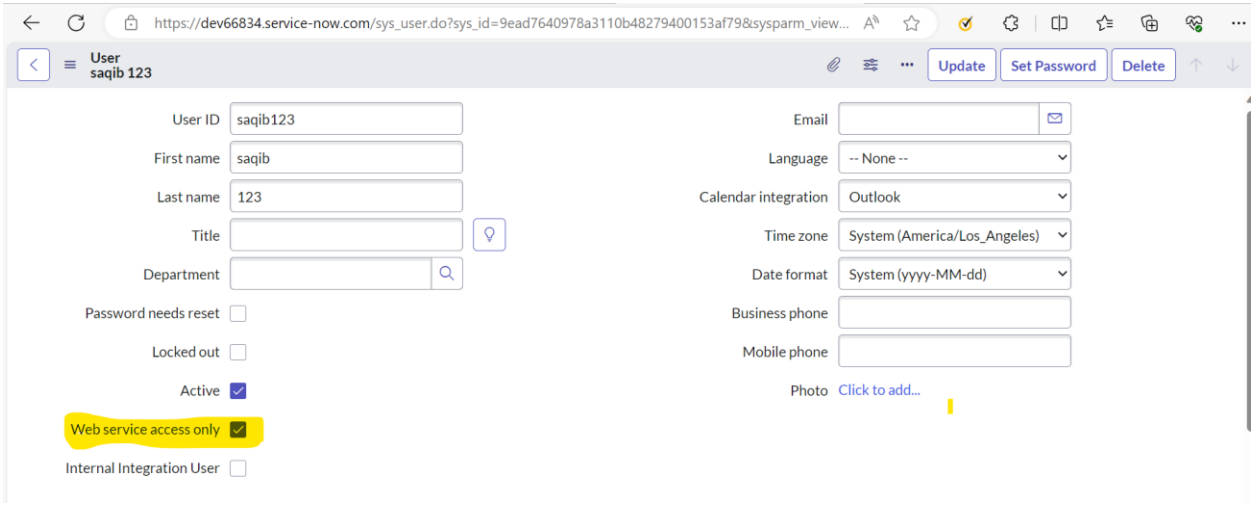
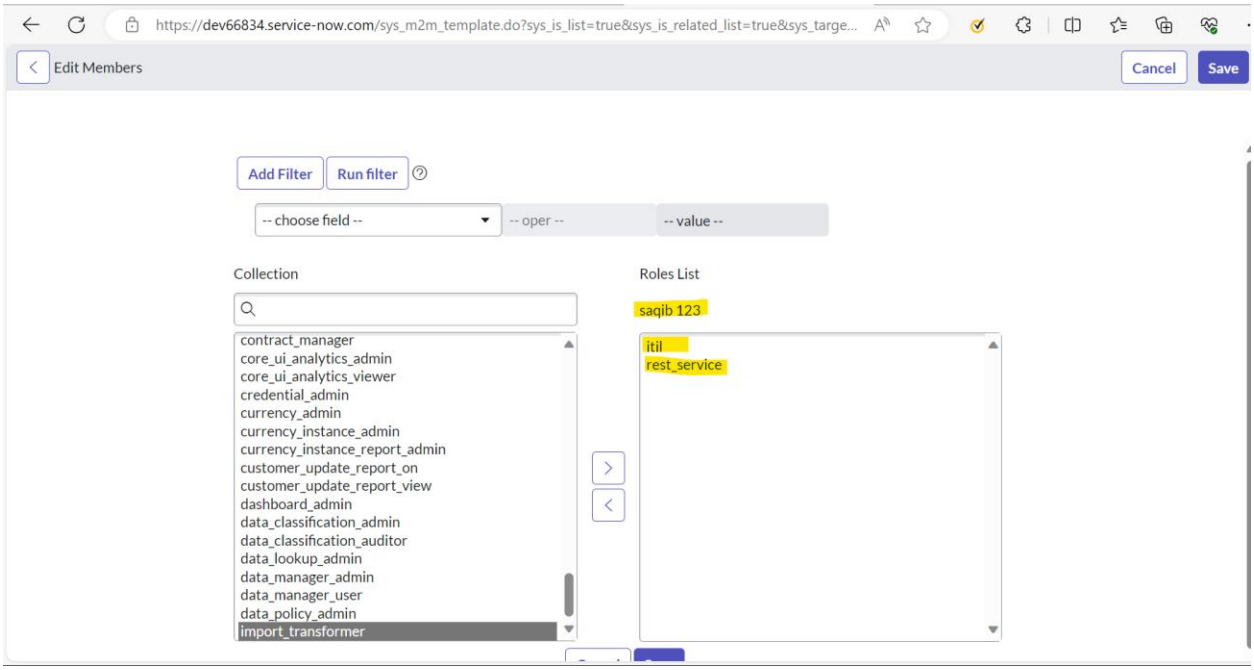
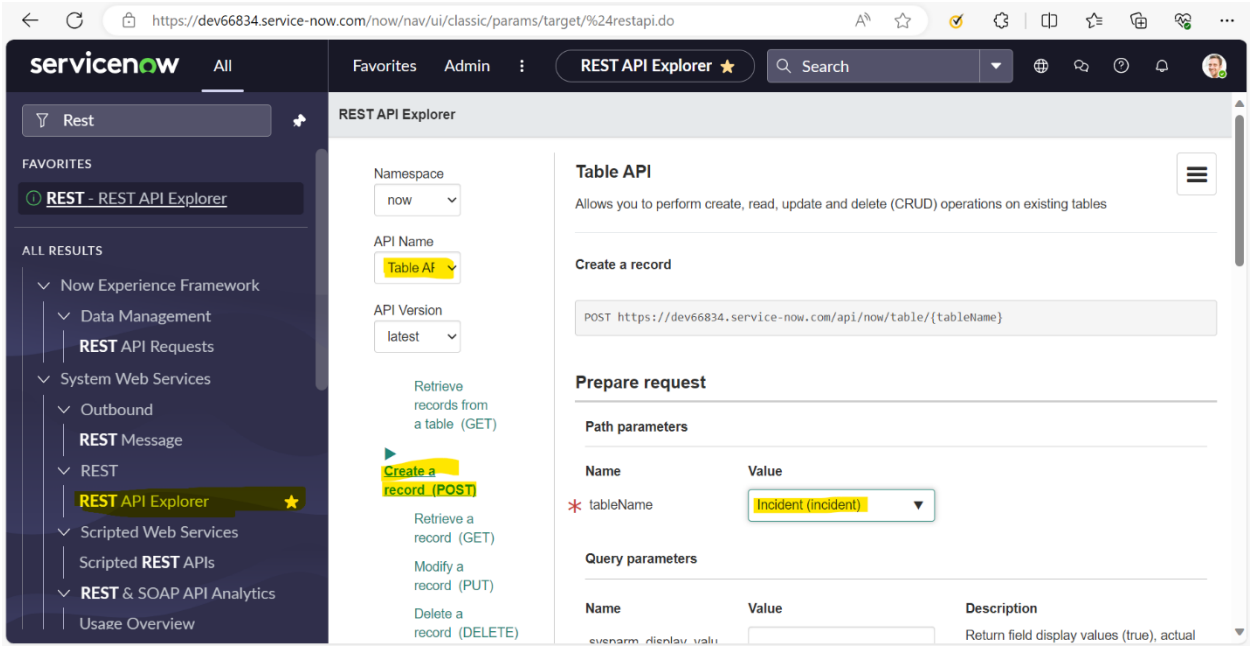
At destination End:

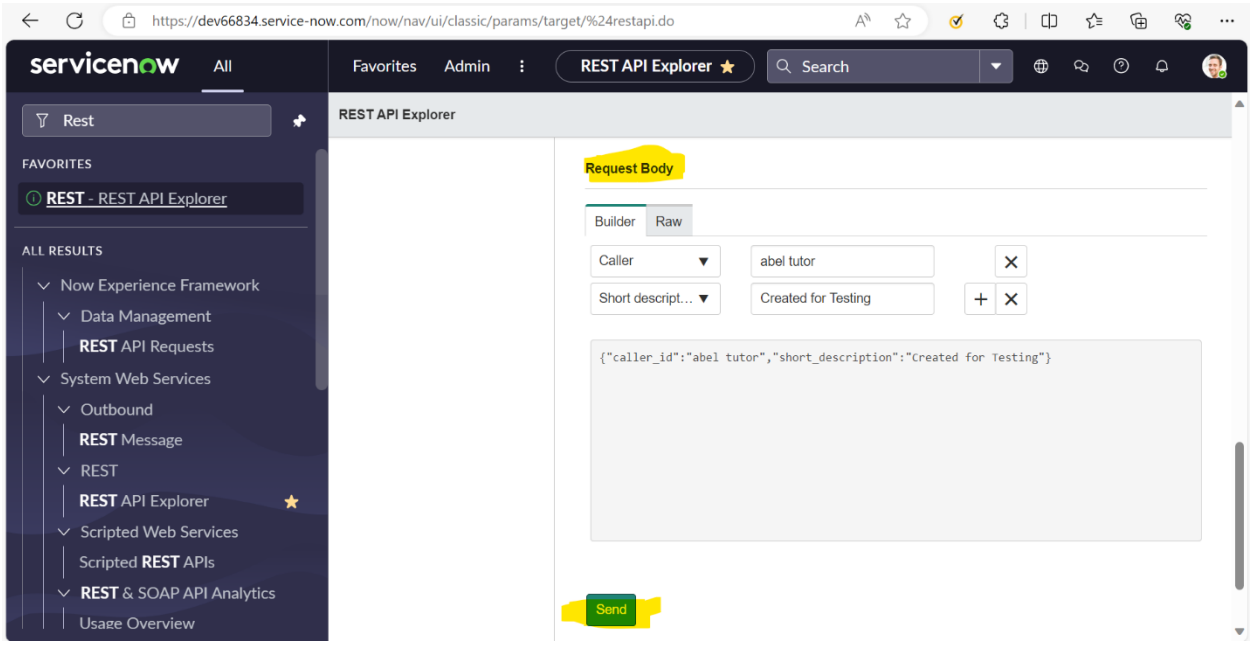
Step 1: Create a User and Provide a Role



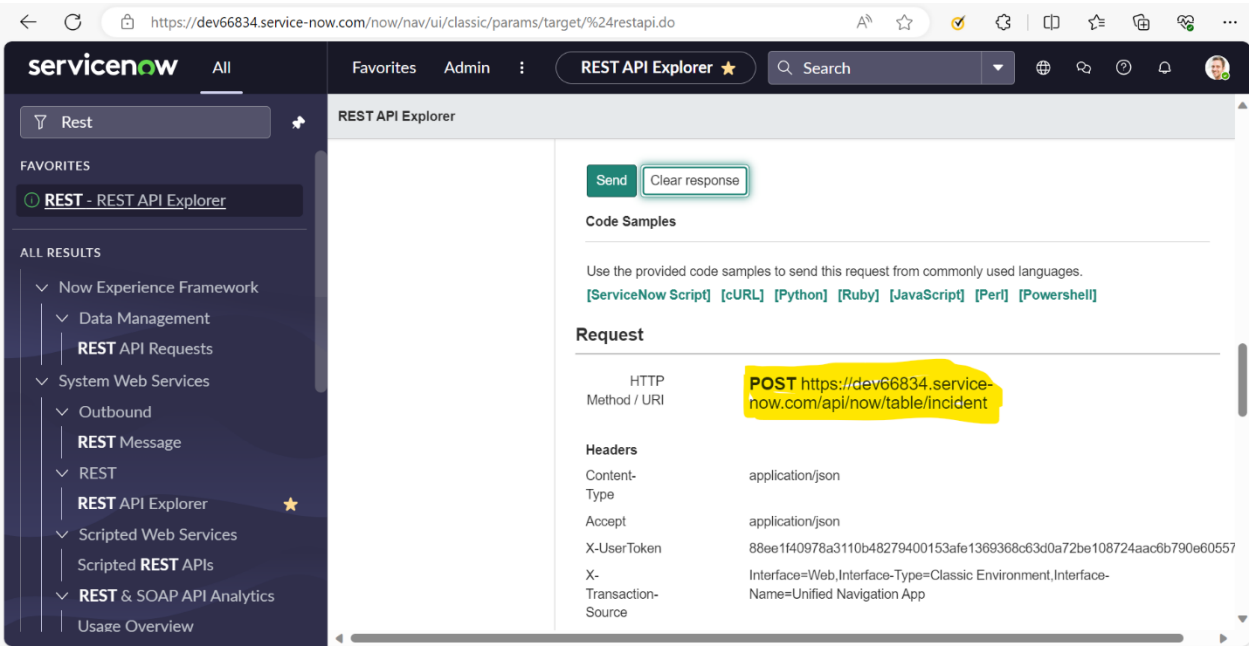


Step 2: Generate Endpoint Through Rest Explorer
Select Table (e.g.- incident)
select Method – (POST/PUT/GET)



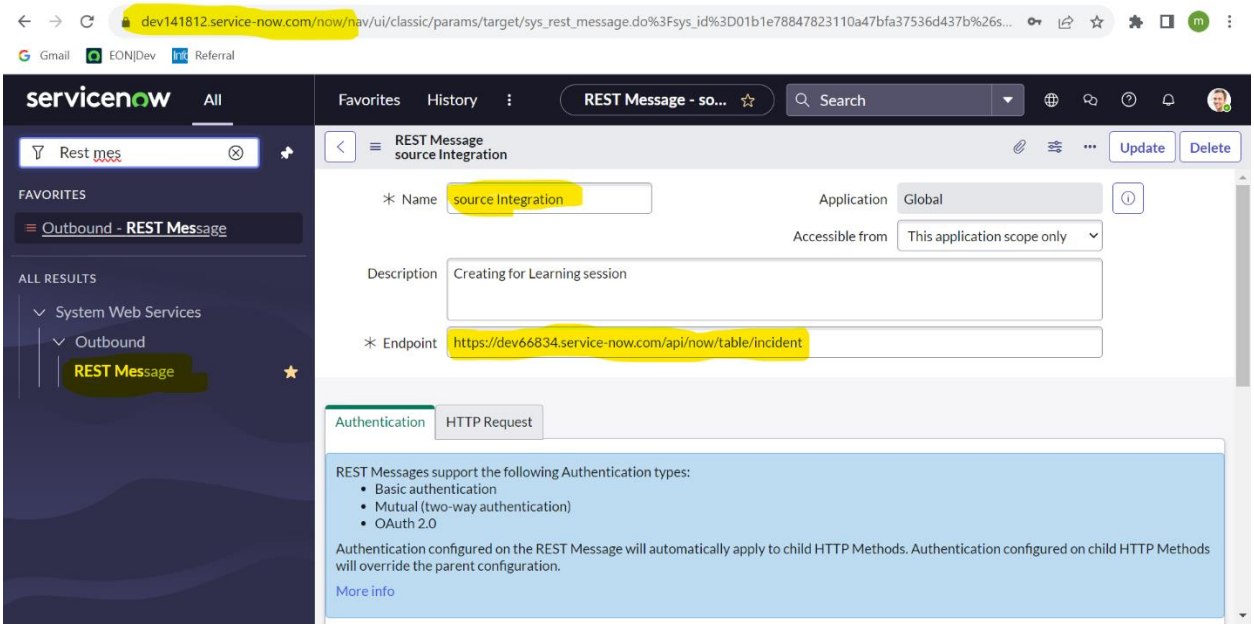


After Clicking on the send button.

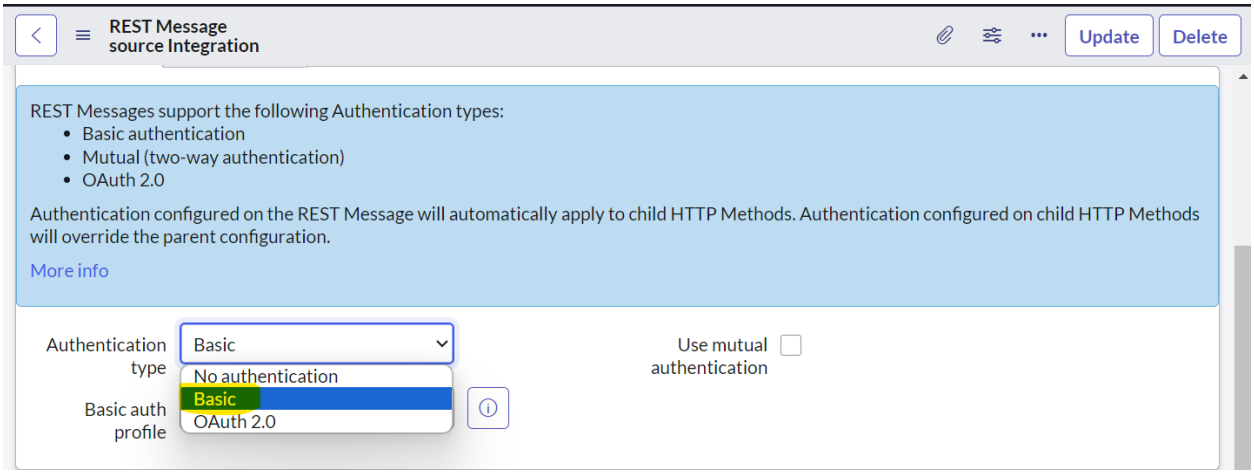


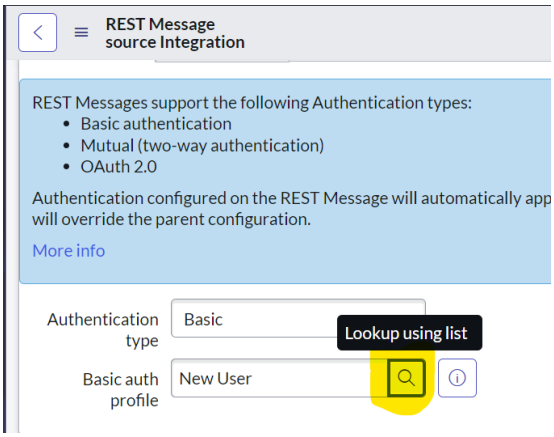
At Source End:

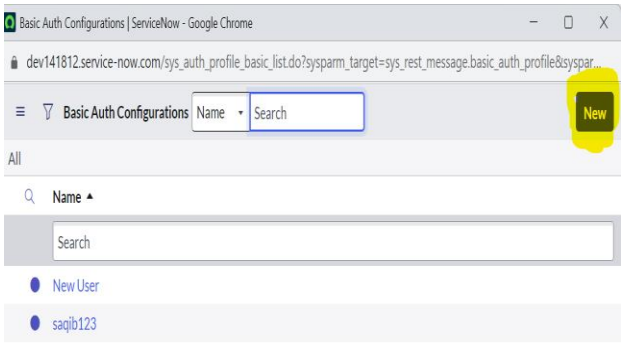
Step 3: Create REST Message

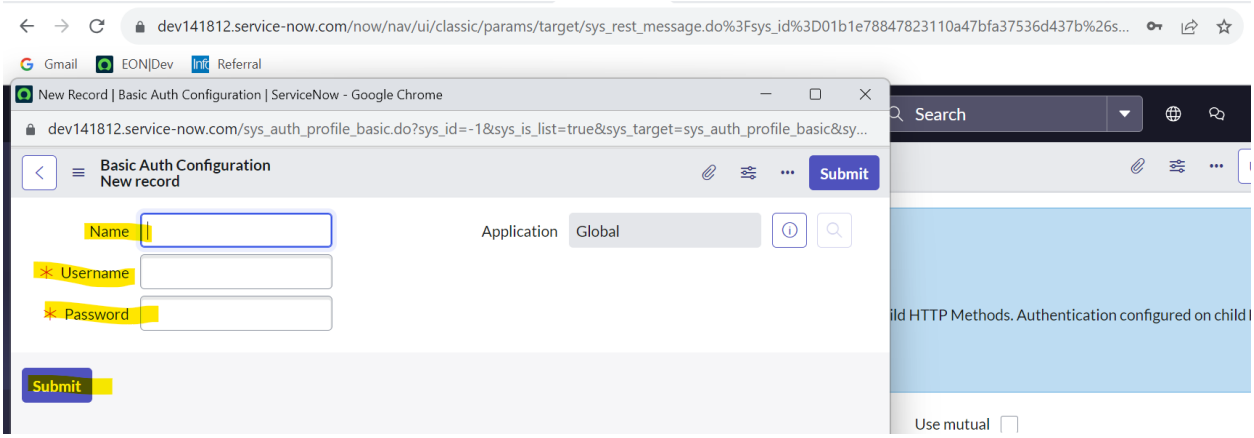


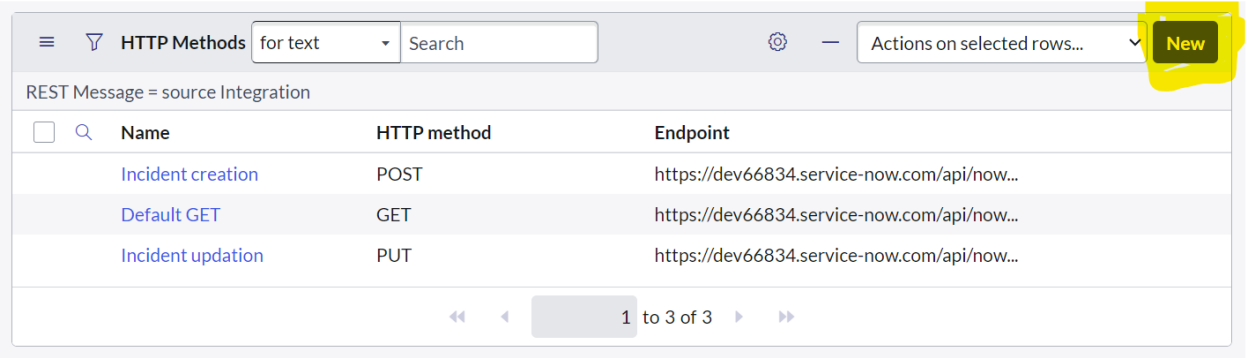
Select the Authentication method and Enter user details!

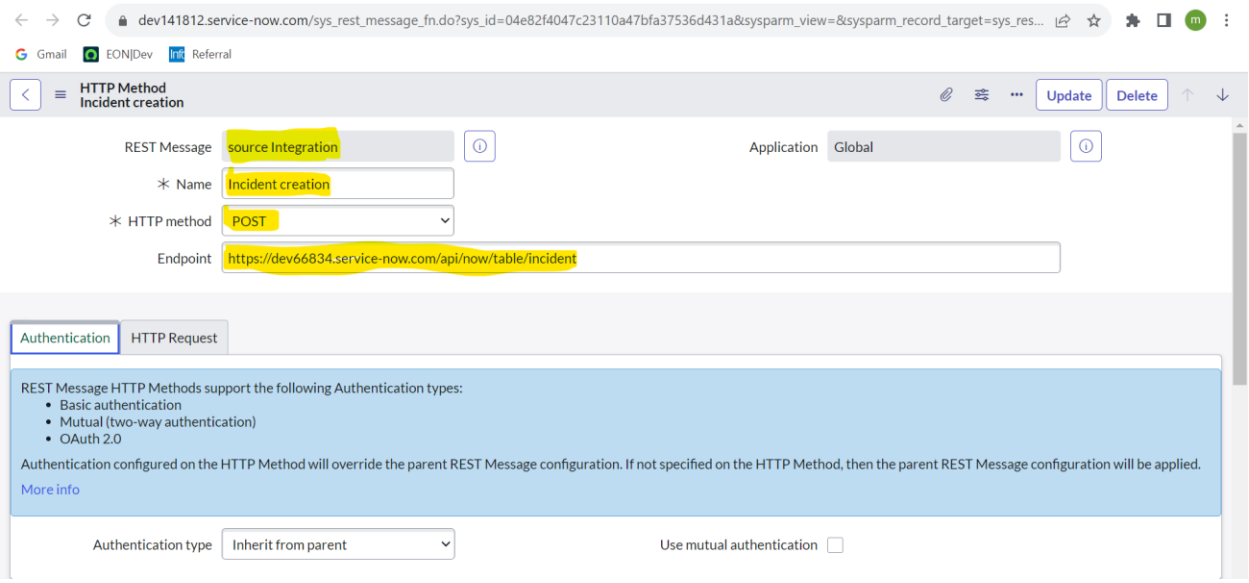


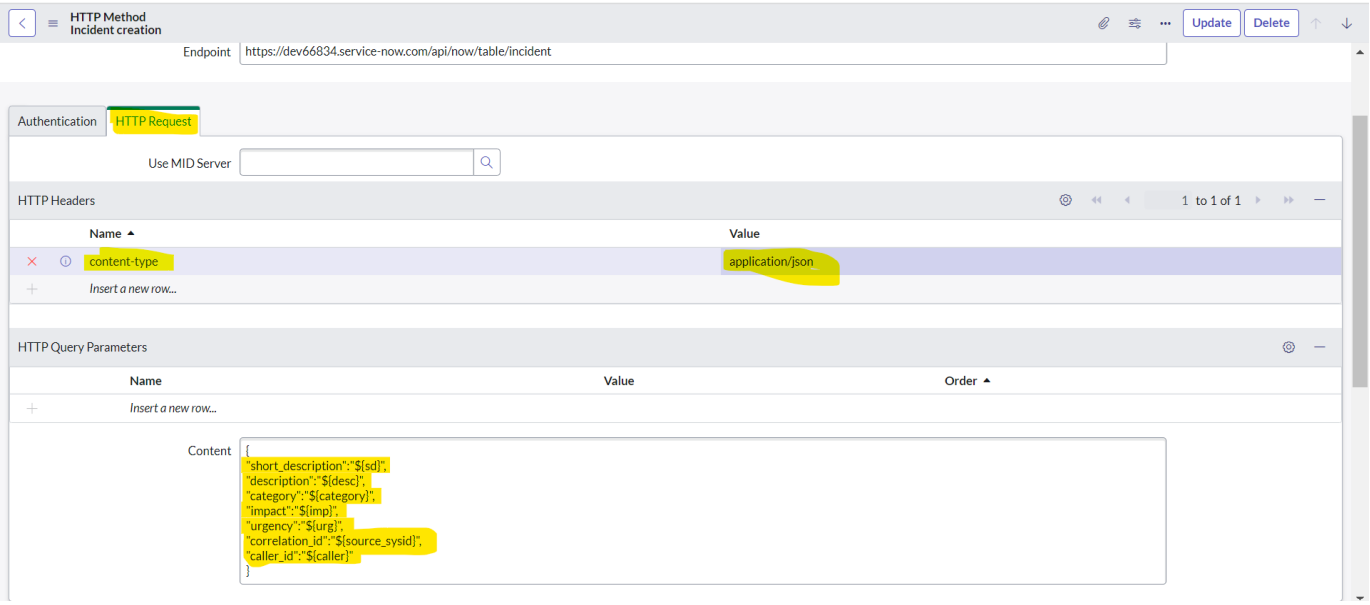


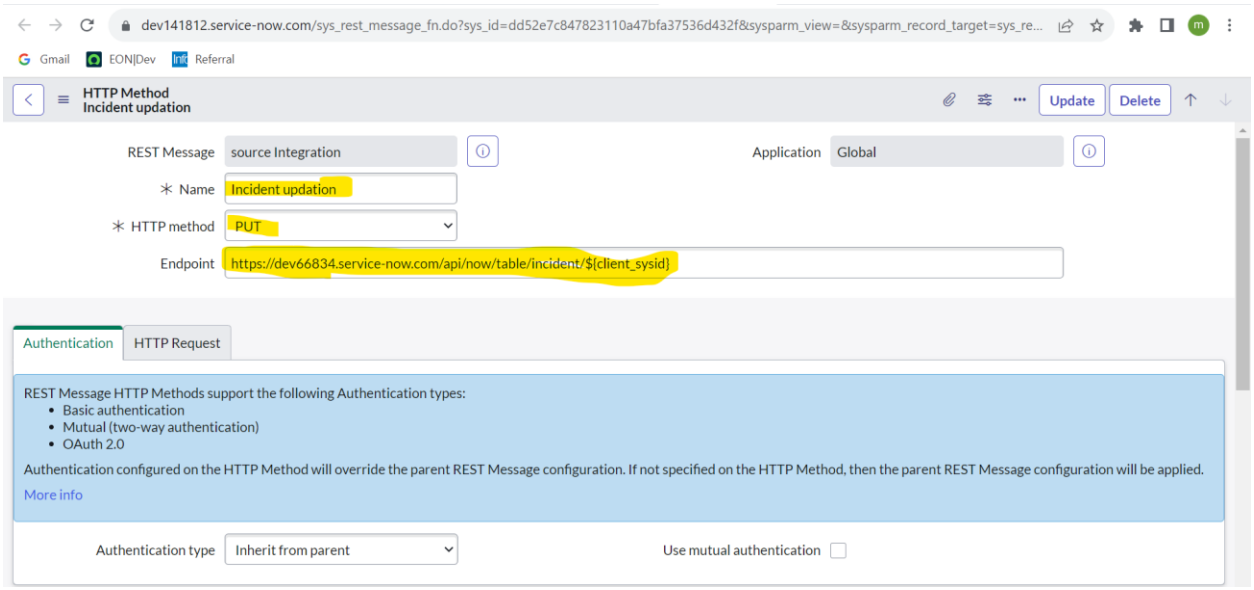


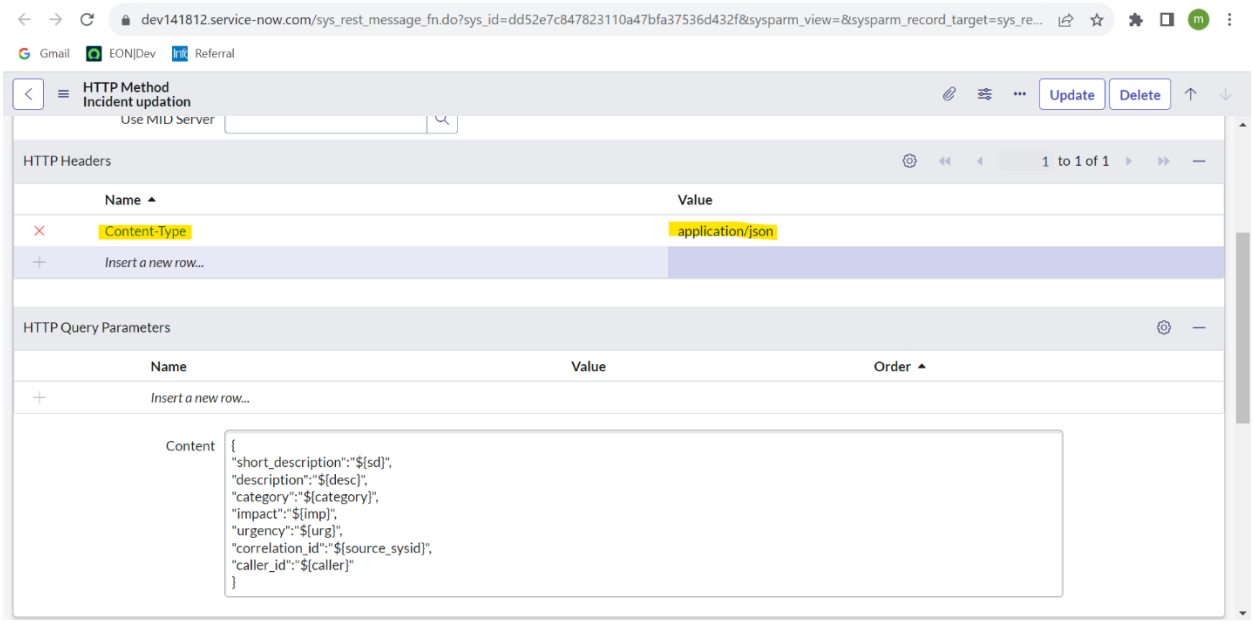



HTTP Methods
for text
Search
Actions on selected rows...
New
REST Message = source Integration
Name
HTTP method
Endpoint
Incident creation
POST
https://dev66834.service-now.com/api/now...
Default GET
GET
https://dev66834.service-now.com/api/now...
Incident updation
PUT
https://dev66834.service-now.com/api/now...
1 to 3 of 3


dev141812.service-now.com/sys_rest_message_fn.do?sys_id=04e82f4047c23110a47bfa37536d431a&sysparm_view=&sysparm_record_target=sys_res...
Gmail
EON|Dev
Referral
HTTP Method
Incident creation
Update
Delete
REST Message
source Integration
Application
Global
Name
Incident creation
HTTP method
POST
Endpoint
https://dev66834.service-now.com/api/now/table/incident
Authentication
HTTP Request
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. If not specified on the HTTP Method, then the parent REST Message configuration will be applied.
More info
Authentication type
Inherit from parent
Use mutual authentication

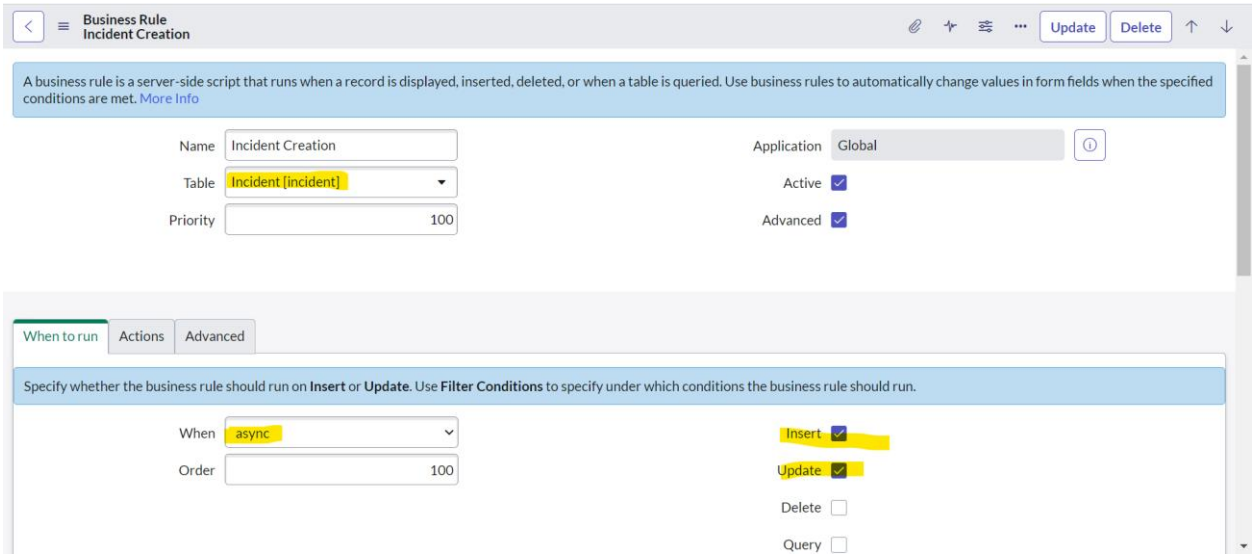

HTTP Method
Incident creation
Update
Delete
Endpoint
https://dev66834.service-now.com/api/now/table/incident
Authentication
HTTP Request
Use MID Server
HTTP Headers
1 to 1 of 1
Name
Value
content-type
application/json
Insert a new row...
HTTP Query Parameters
Name
Value
Order
Insert a new row...
Content
{
"short_description":"${sd}",
"description":"${desc}",
"category":"${category}",
"impact":"${imp}",
"urgency":"${urg}",
"correlation_id":"${source_sysid}",
"caller_id":"${caller}"
}

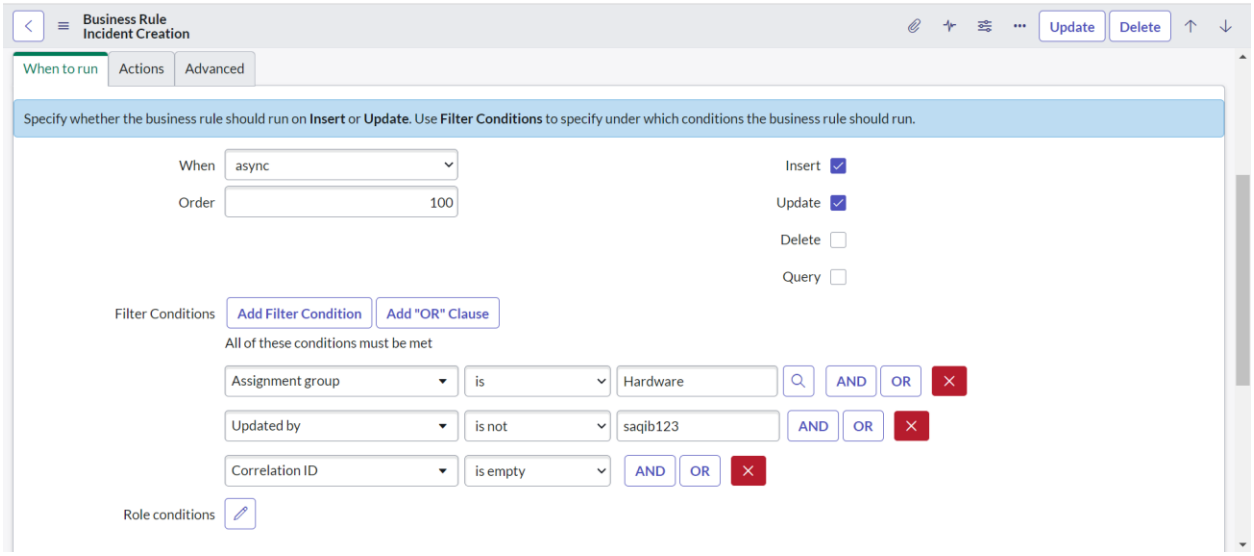

dev141812.service-now.com/sys_rest_message_fn.do?sys_id=dd52e7c847823110a47bfa37536d432f&sysparm_view=&sysparm_record_target=sys_re...
Gmail
EON|Dev
Referral
HTTP Method
Incident updation
Update
Delete
REST Message
source Integration
Application
Global
Name
Incident updation
HTTP method
PUT
Endpoint
https://dev66834.service-now.com/api/now/table/incident/${client_sysid}
Authentication
HTTP Request
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. If not specified on the HTTP Method, then the parent REST Message configuration will be applied.
More info
Authentication type
Inherit from parent
Use mutual authentication

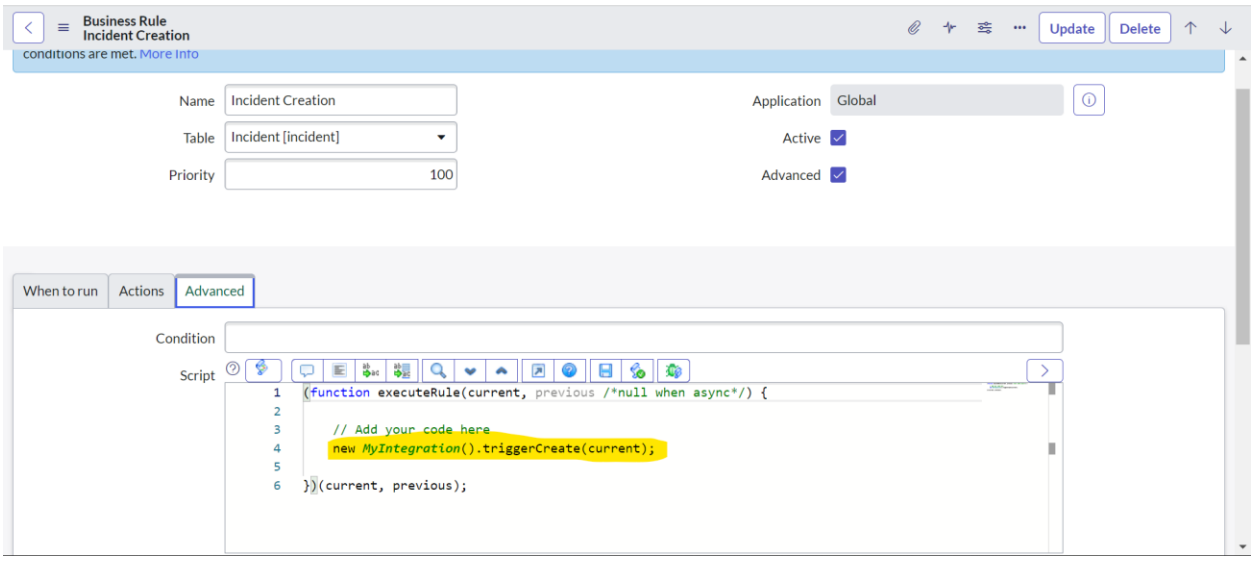

dev141812.service-now.com/sys_rest_message_fn.do?sys_id=dd52e7c847823110a47bfa37536d432f&sysparm_view=&sysparm_record_target=sys_re...
Gmail
EON|Dev
Referral
HTTP Method
Incident updation
Update
Delete
Use MID Server
HTTP Headers
1 to 1 of 1
Name
Value
Content-Type
application/json
Insert a new row...
HTTP Query Parameters
Name
Value
Order
Insert a new row...
Content
{
"short_description":"${sd}",
"description":"${desc}",
"category":"${category}",
"impact":"${imp}",
"urgency":"${urg}",
"correlation_id":"${source_sysid}",
"caller_id":"${caller}"
}

Step 5: Creating Business Rules to Trigger REST Messages

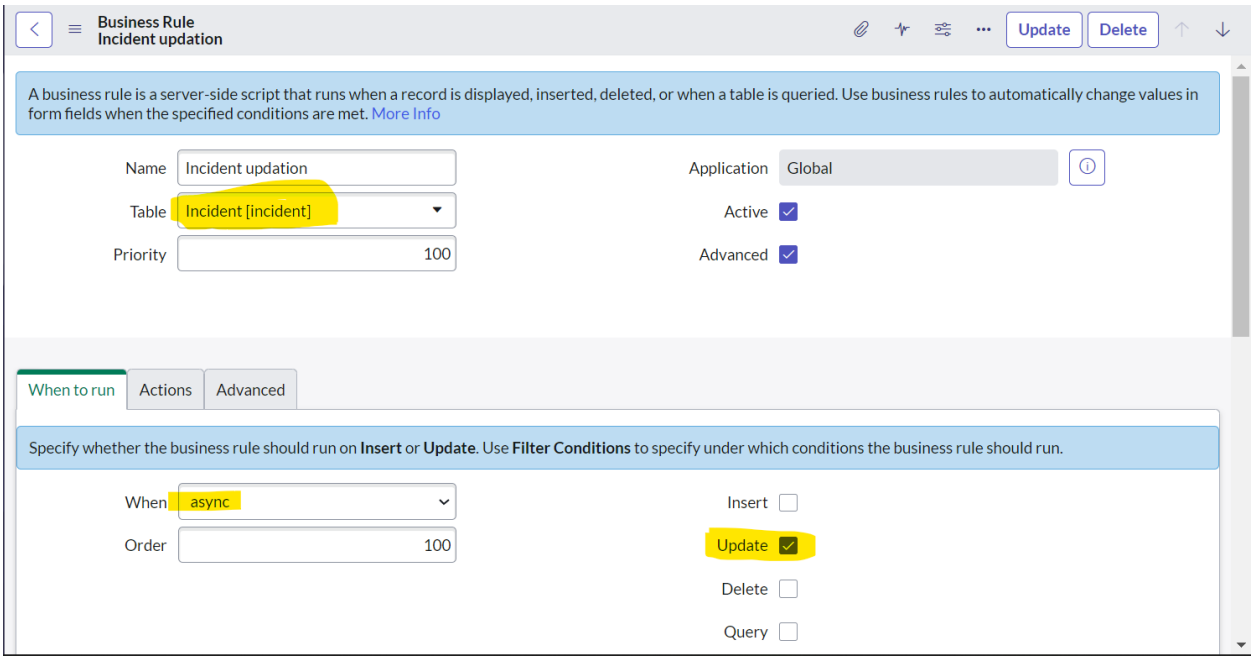
Business Rule for Incident Creation: -

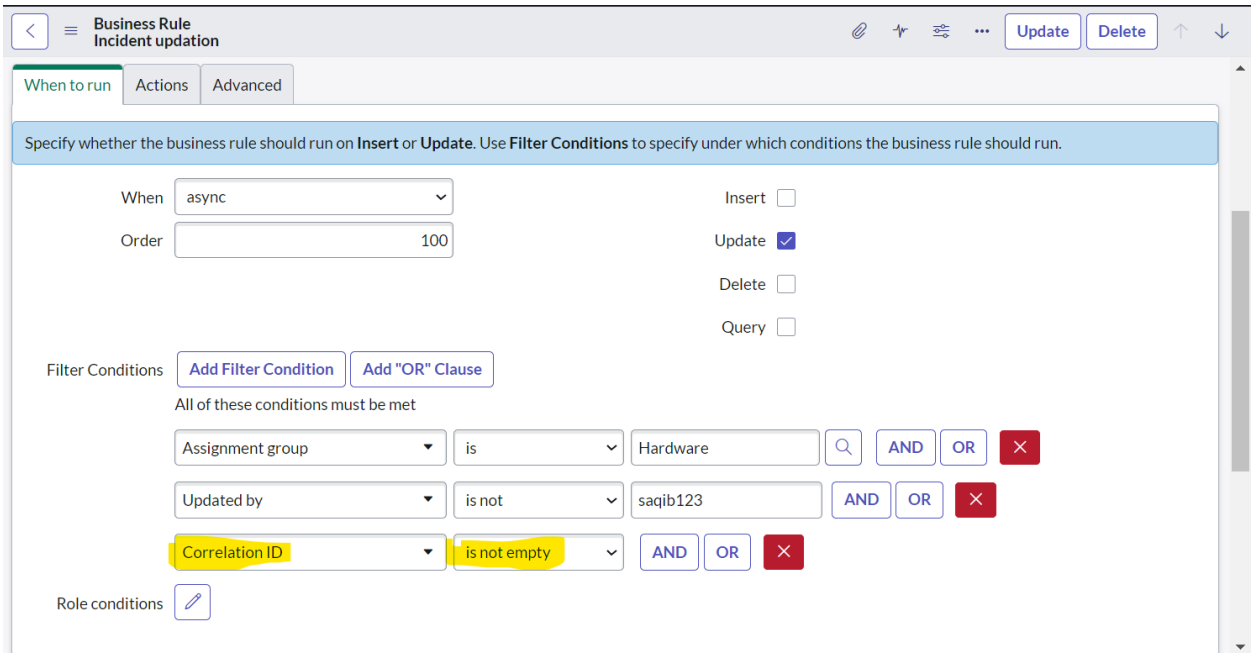


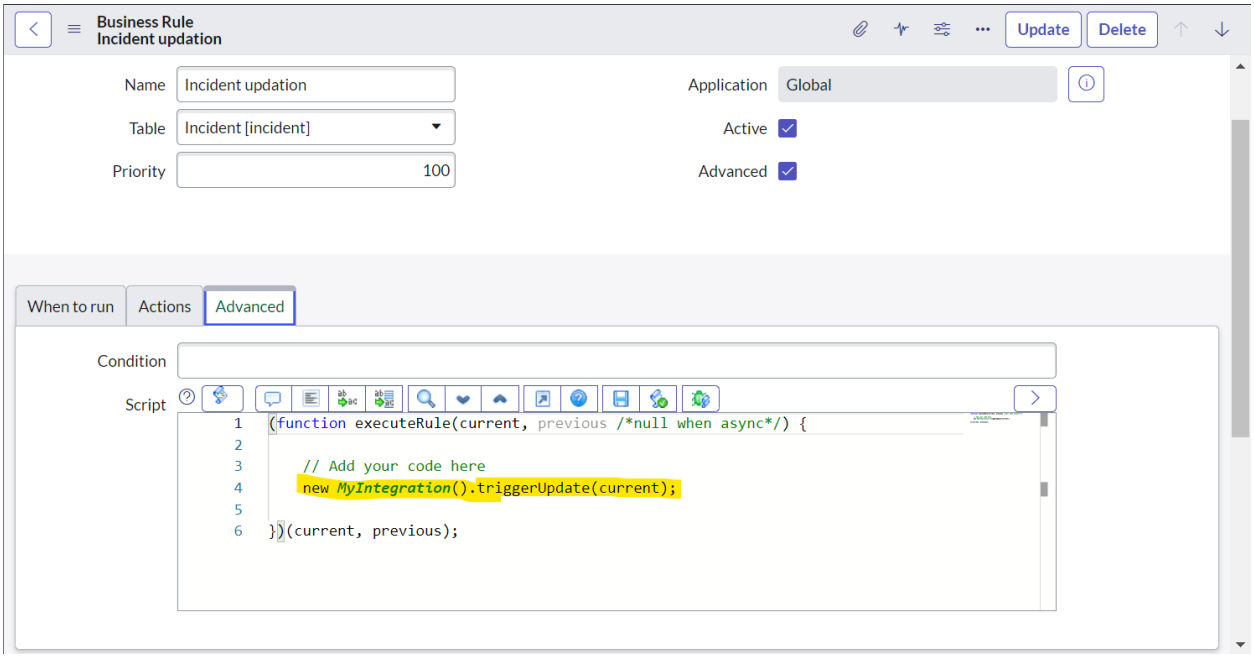




Business Rule for updating:

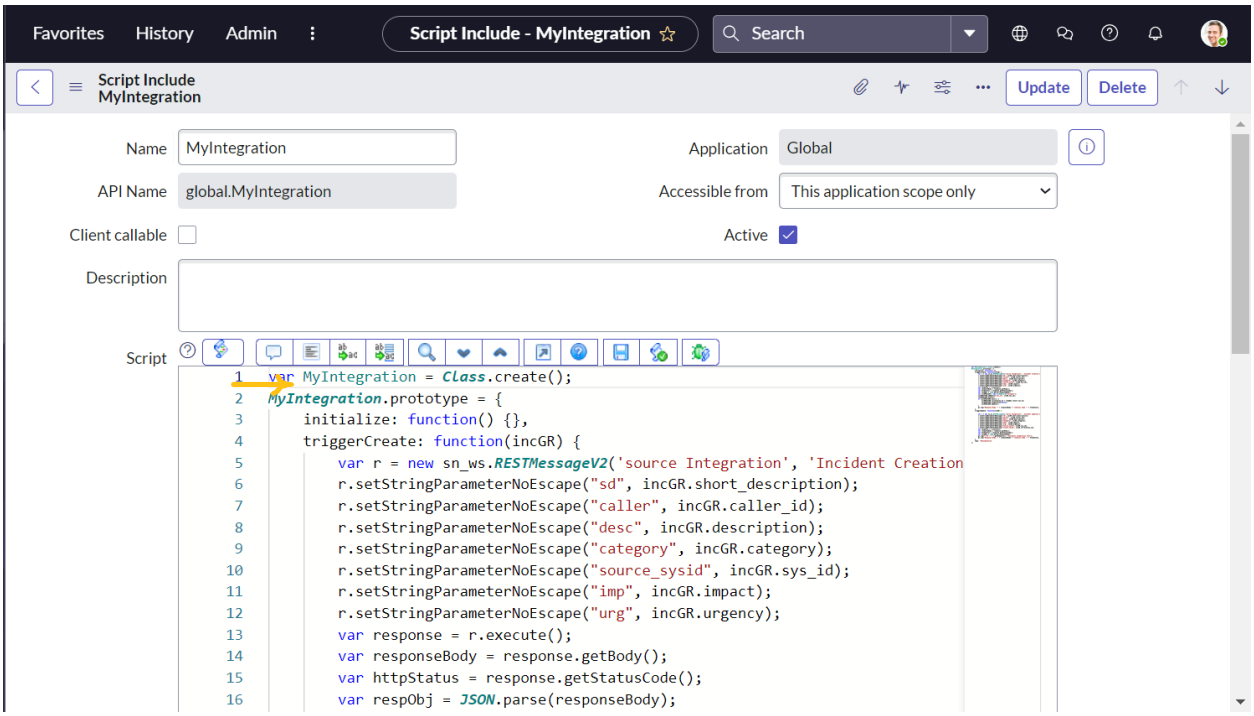


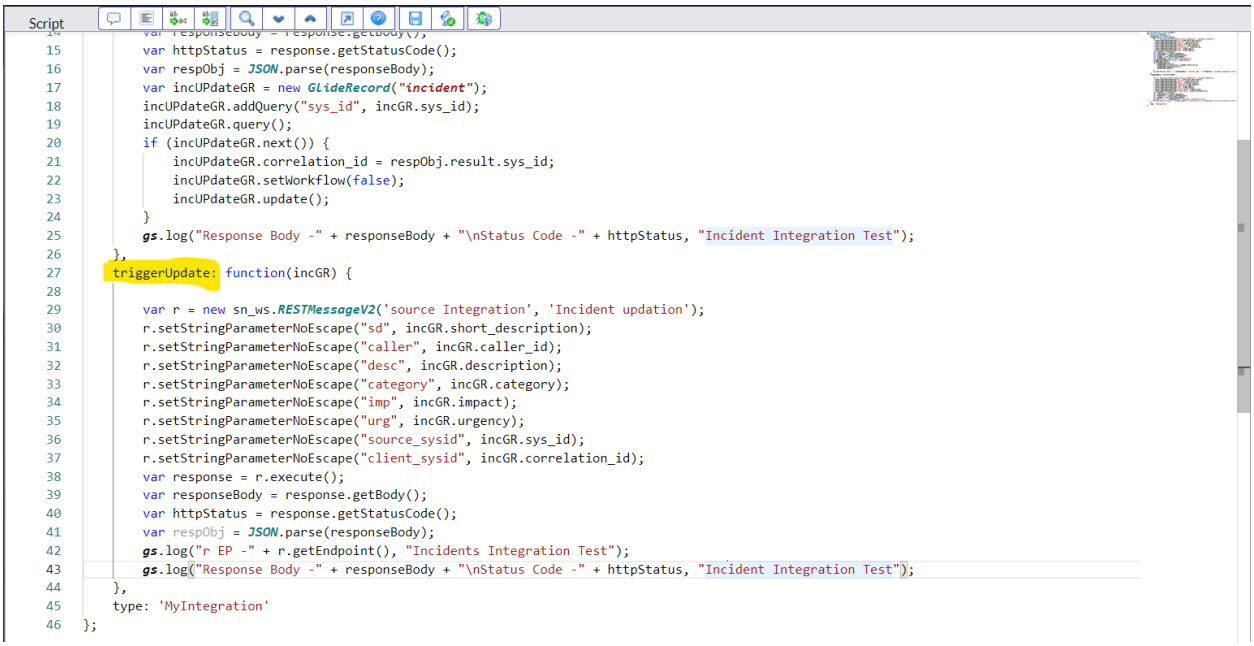

Business Rule
Incident updation
Update
Delete
When to run
Actions
Advanced
Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.
When
async
Order
100
Insert
Update
Delete
Query
Filter Conditions
Add Filter Condition
Add "OR" Clause
All of these conditions must be met
Assignment group
is
Hardware
AND
OR
Updated by
is not
saqib123
AND
OR
Correlation ID
is not empty
AND
OR
Role conditions


Business Rule
Incident updation
Update
Delete
Name
Incident updation
Table
Incident [incident]
Priority
100
Application
Global
Active
Advanced
When to run
Actions
Advanced
Condition
Script
(function executeRule(current, previous /*null when async*/) {
// Add your code here
new MyIntegration().triggerUpdate(current);
})(current, previous);

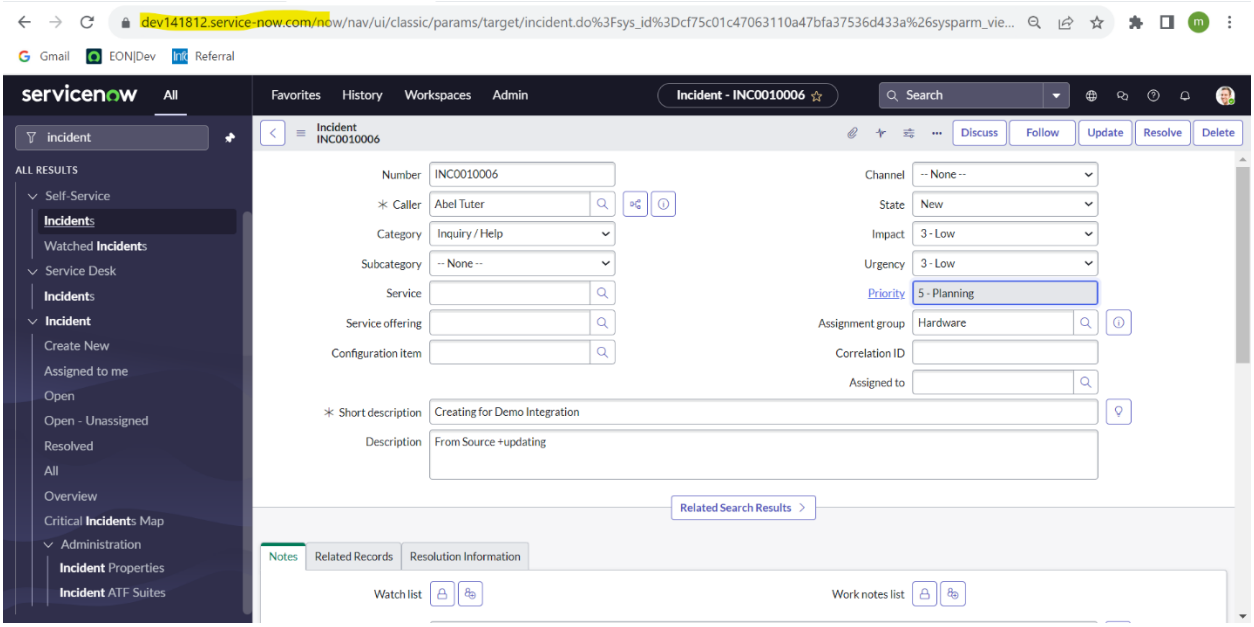
Step 6:

Script Include:

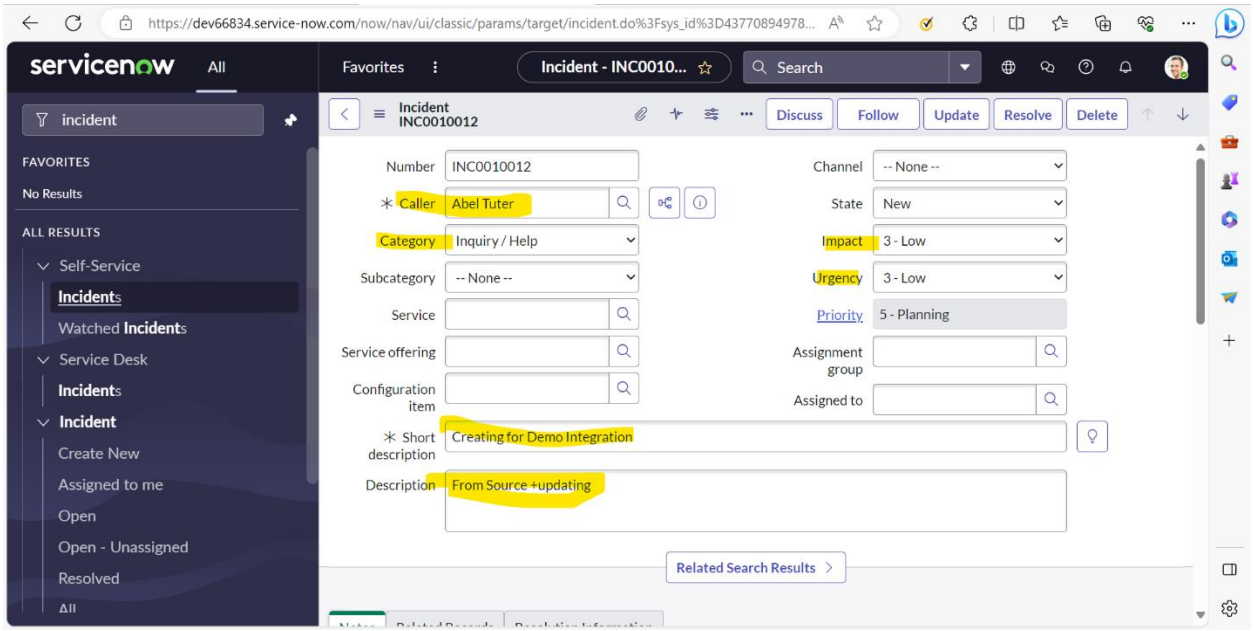




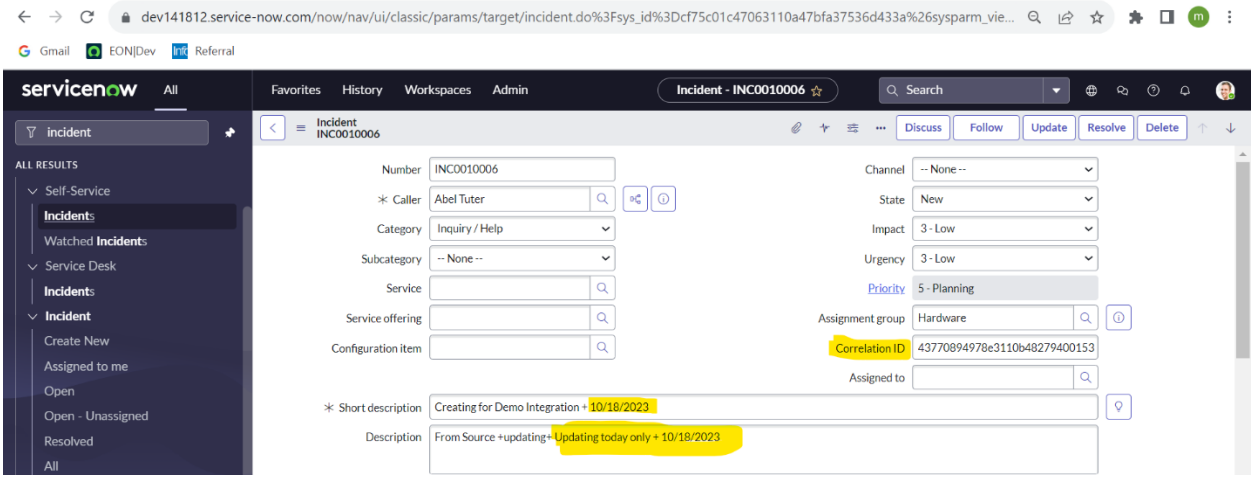
Testing through creating Incident from source:

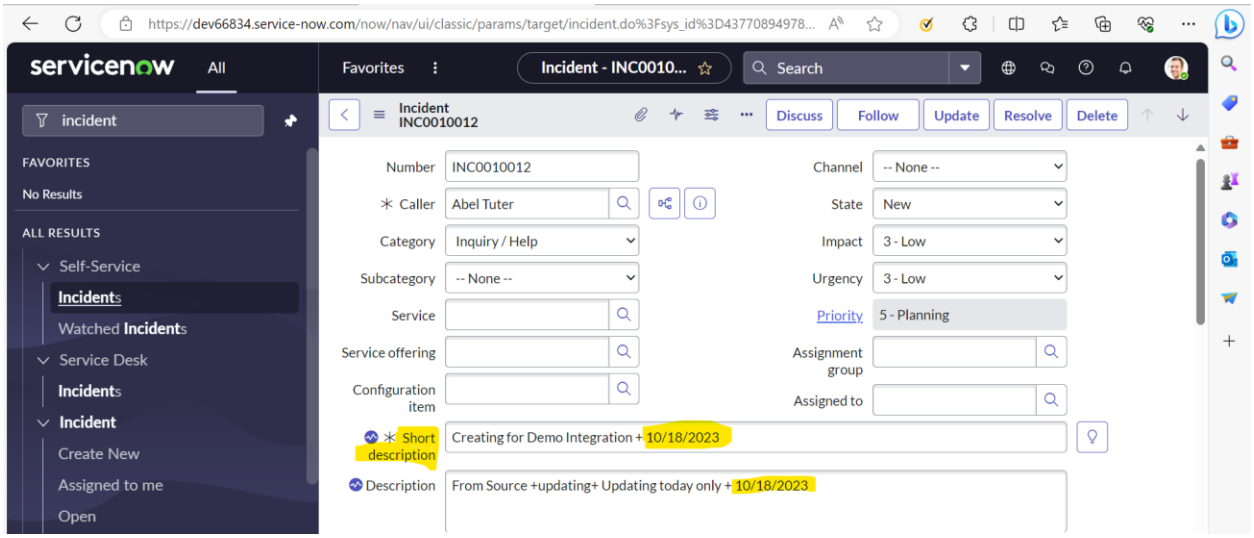


Checking from Destination:



Testing through Updating Incident from source:



Checking from Destination:

That energy symbol shows an update.