

WEBHOOKS

INTEGRATING WEBHOOKS WITH SERVICENOW

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***Use Case: Update ServiceNow
when any comment is added in
JIRA***



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Create Scripted REST API

servicenow

All

Scripted RES...

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Scripted REST Service

JIRA-SN Collection

Update

Delete

* Name

JIRA-SN Collection

* API ID

jira_sn_collection

Active

Protection policy

None --

Application

Global

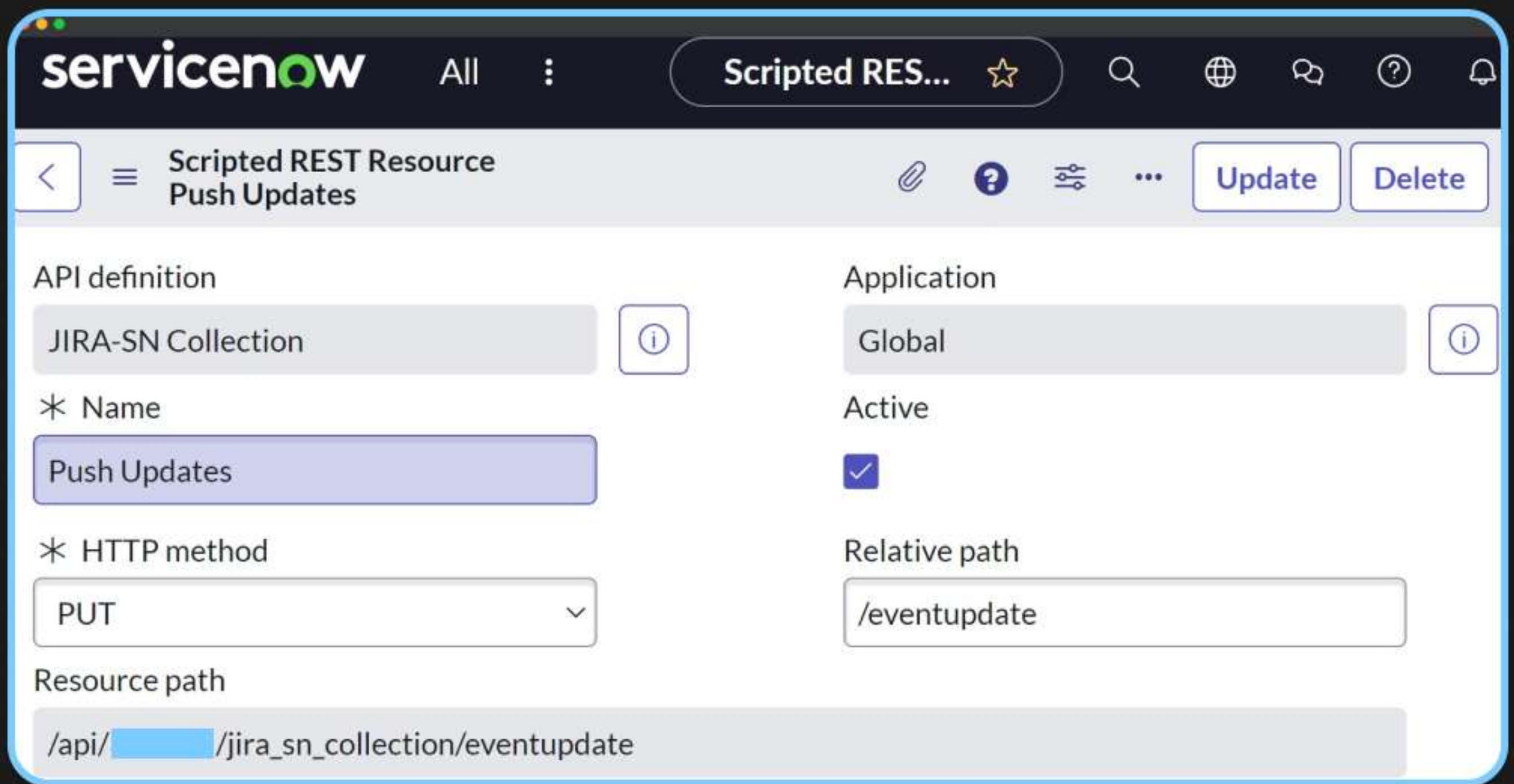
API namespace

Base API path

/api/ /jira_sn_collection

Create a Resource

Create and configure resource by mentioning **Relative Path** and **HTTP method** (PUT/POST)



The screenshot shows the 'Scripted REST Resource' configuration page in ServiceNow. The page title is 'Scripted REST Resource Push Updates'. The configuration is divided into two main sections: 'API definition' and 'Application'.

API definition:

- API definition: JIRA-SN Collection (with an information icon)
- * Name: Push Updates
- * HTTP method: PUT (dropdown menu)
- Resource path: /api/[redacted]/jira_sn_collection/eventupdate

Application:

- Application: Global (with an information icon)
- Active: ☒
- Relative path: /eventupdate

At the top right of the page, there are buttons for 'Update' and 'Delete'.

Make a note the “**Resource path**”, this will be used while configuring Webhook

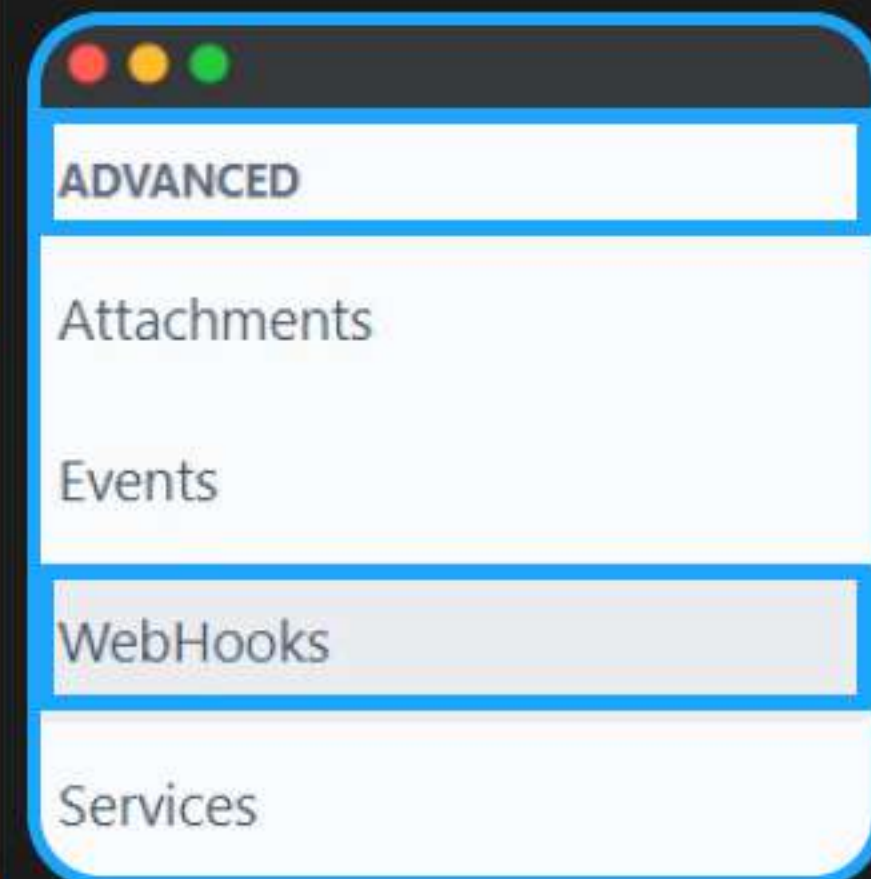
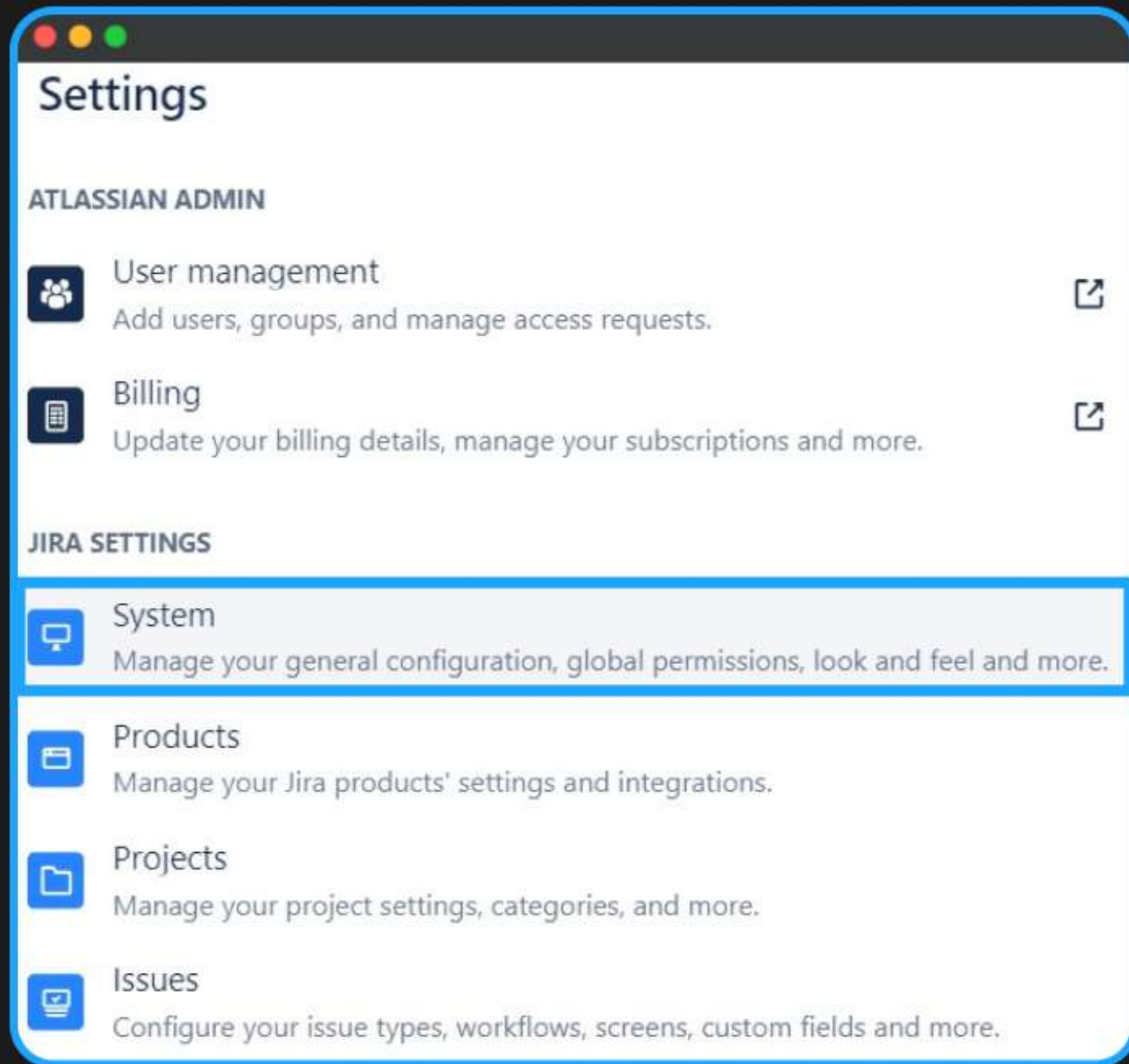
Tell the resource what script to execute.

Sample Script; Appropriate code should be implemented based upon your requirements and functionalities.

```
(function process( /*RESTAPIRequest*/ request, /*RESTAPIResponse*/ response)
  try {
    gs.log("JIRABody" + JSON.stringify(request.body.data));
    var requestBody = request.body.data;
    var JiraID = requestBody.issue.id;
    //Further implementation steps
    //..
    //..
    //..
  } catch (ex) {
    var errmessage = ex.message;
  }
})(request, response);
```

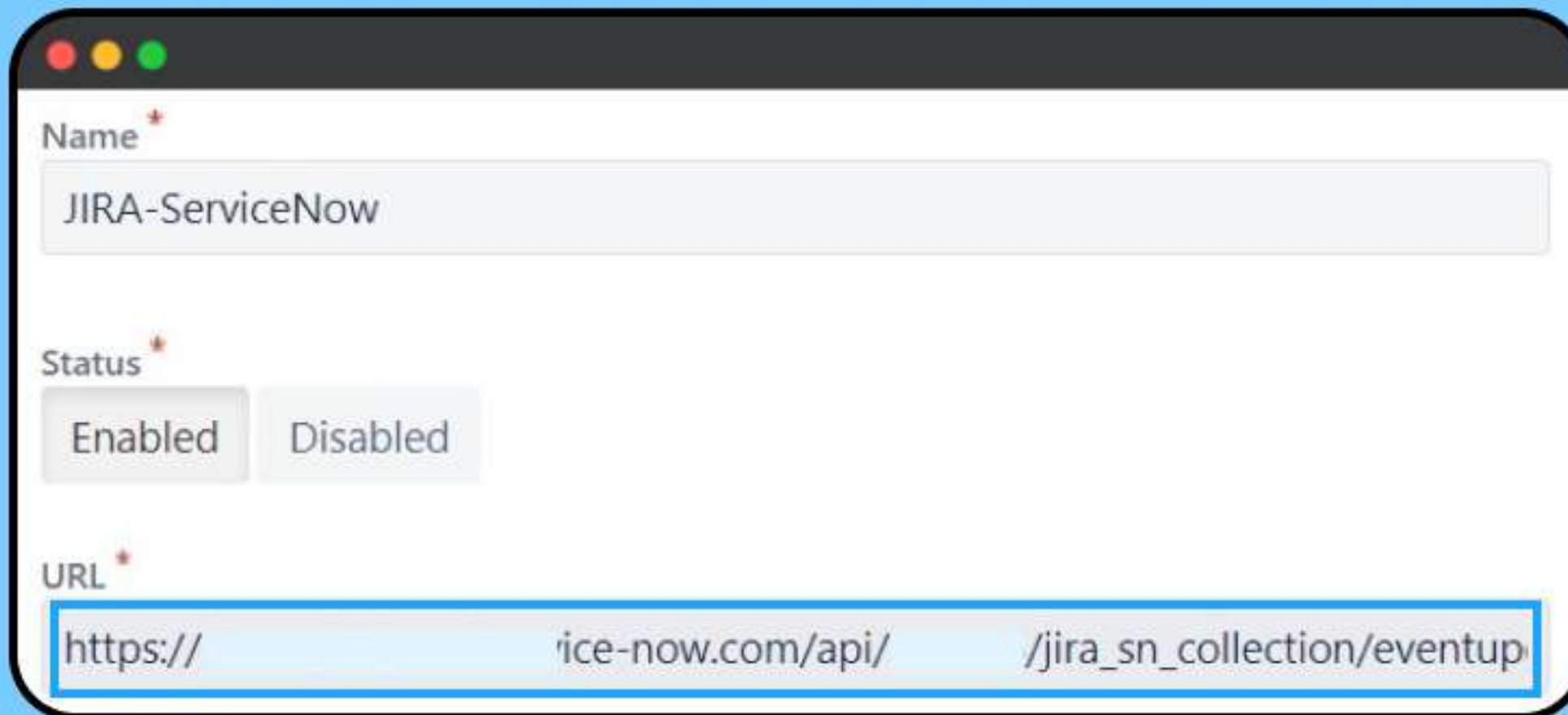

JIRA: Create a new Webhook

Start by creating new webhook from **Jira administration console** > **System** > **Webhooks** (in the Advanced section)



Configure the Webhook

- *URL: Add REST API URL generated from Step 2. This means, the data will be sent back to this URL when any event is triggered in JIRA*



A screenshot of a web browser window showing the JIRA Webhook configuration form. The form has three main sections: Name, Status, and URL. The Name field contains 'JIRA-ServiceNow'. The Status section has two buttons: 'Enabled' (selected) and 'Disabled'. The URL field contains 'https://ice-now.com/api/ /jira_sn_collection/eventup'.

Name *

JIRA-ServiceNow

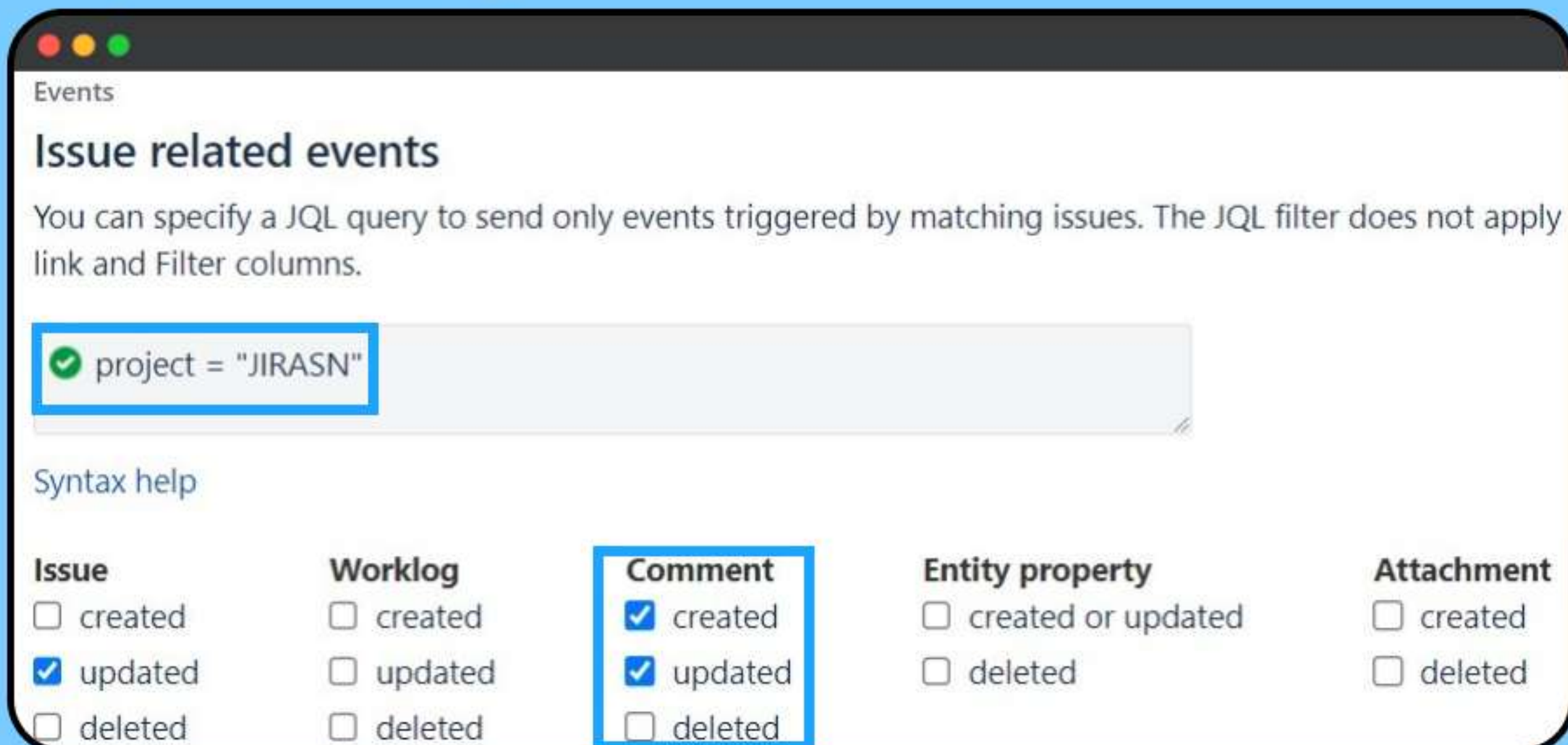
Status *

Enabled Disabled

URL *

https:// ice-now.com/api/ /jira_sn_collection/eventup

- *Specify the filter (JQL), e.g. project = "JIRASN" this means, for any events in "JIRASN", it will trigger the URL mentioned.*
- *Specify the condition, e.g. Issue updated OR Comment created/updated will trigger the webhook*



A screenshot of the JIRA Webhook configuration form, specifically the 'Events' section. The section is titled 'Issue related events' and includes a description: 'You can specify a JQL query to send only events triggered by matching issues. The JQL filter does not apply link and Filter columns.' Below this, there is a text input field containing 'project = "JIRASN"' with a green checkmark icon. Below the input field is a 'Syntax help' link. At the bottom, there are five columns of checkboxes for different event types: Issue, Worklog, Comment, Entity property, and Attachment. The 'Comment' column has 'created' and 'updated' checked, while 'deleted' is unchecked. The other columns have 'created' or 'created or updated' checked, and 'deleted' unchecked.

Events

Issue related events

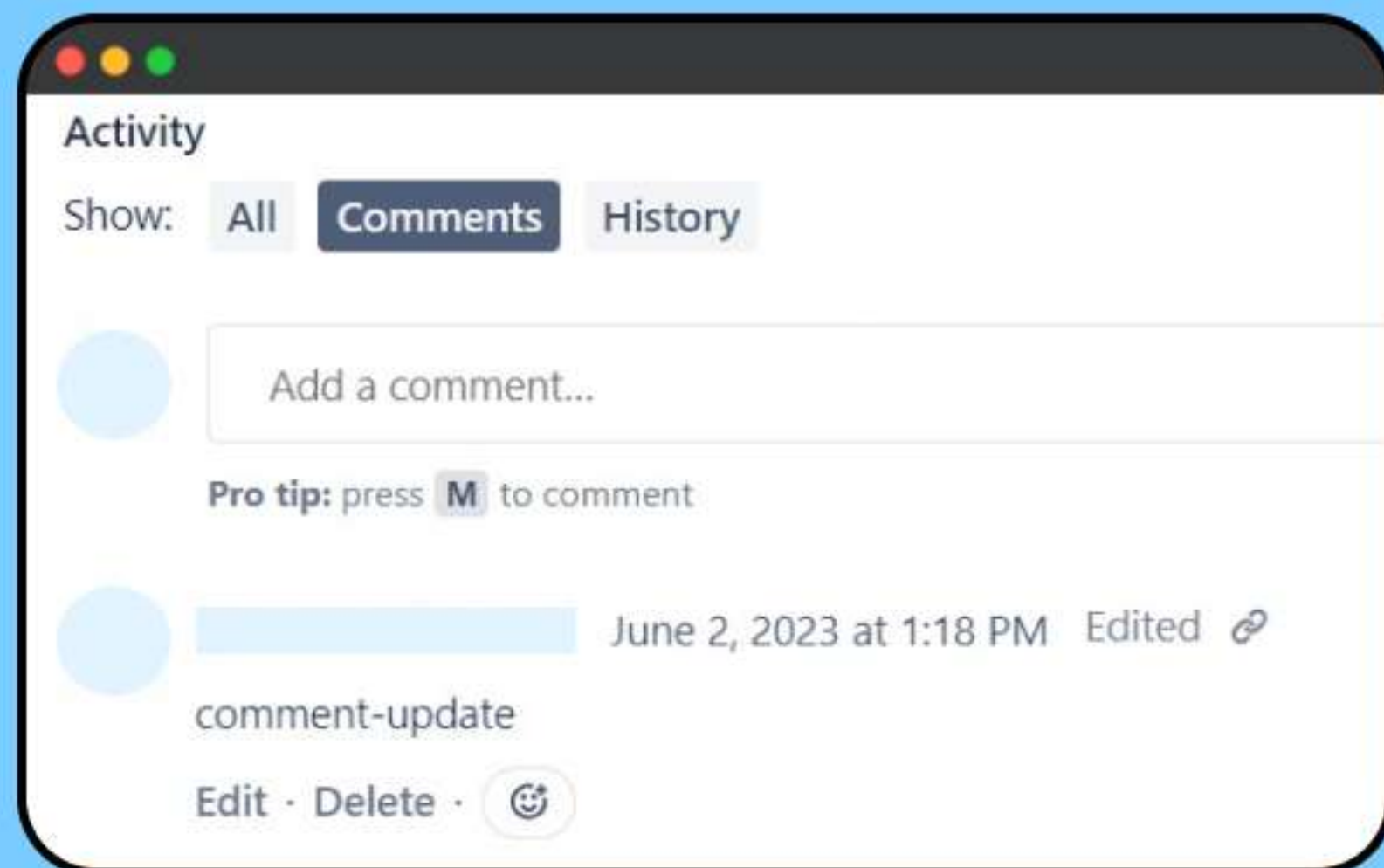
You can specify a JQL query to send only events triggered by matching issues. The JQL filter does not apply link and Filter columns.

✓ project = "JIRASN"

[Syntax help](#)

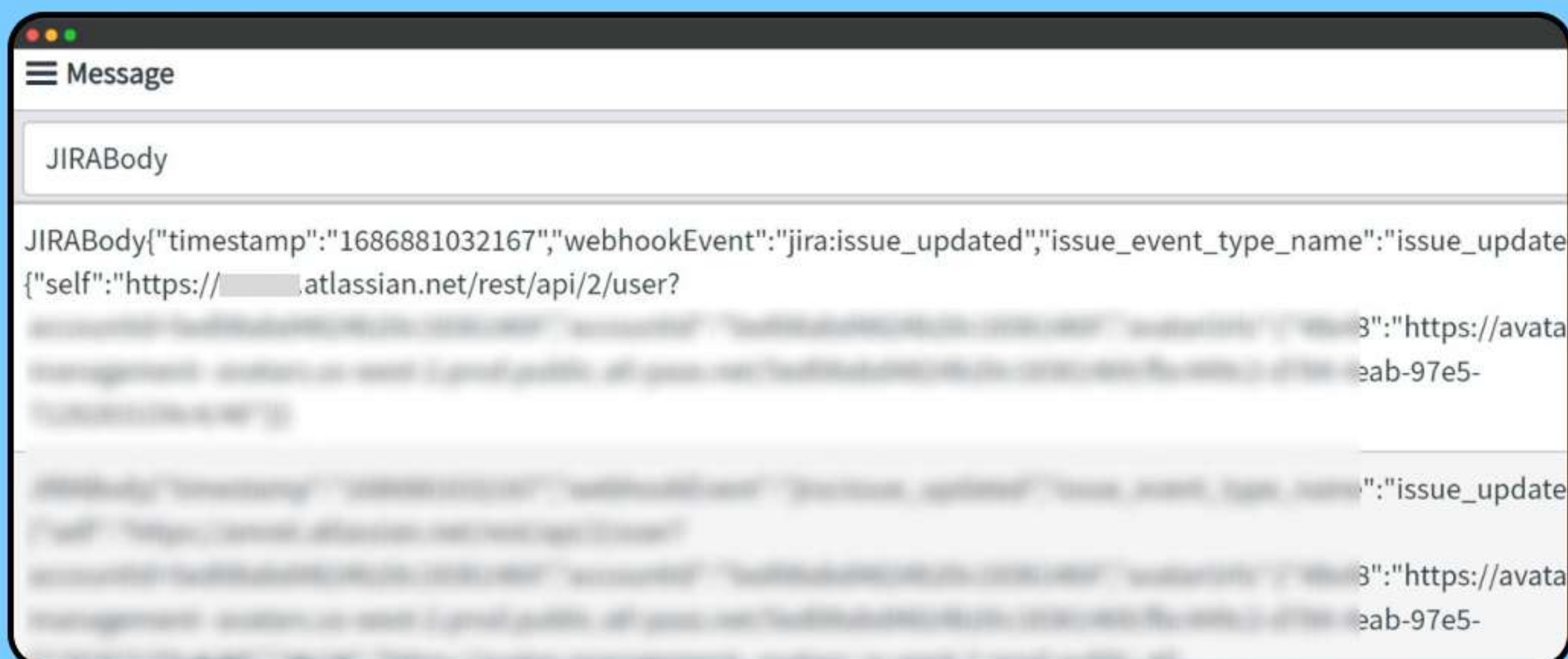
Issue	Worklog	Comment	Entity property	Attachment
<input type="checkbox"/> created	<input type="checkbox"/> created	<input checked="" type="checkbox"/> created	<input type="checkbox"/> created or updated	<input type="checkbox"/> created
<input checked="" type="checkbox"/> updated	<input type="checkbox"/> updated	<input checked="" type="checkbox"/> updated	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted
<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted		

Test by adding new Comment in JIRA



Response

Logs created in ServiceNow with JSON payload of event triggered



WEBHOOKS



Akshay Patwa

