

At destination End:

Step 1: Create a User and Provide a Role

https://dev66834.service-now.com/sys_user.do?sys_id=9ead7640978a3110b48279400153af79&sysparm_view...

User ID: saqib123

First name: saqib

Last name: 123

Title:

Department:

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: [Click to add...](#)

Active: ☒

Web service access only: ☒

Internal Integration User: ☐

Update Set Password Delete

https://dev66834.service-now.com/sys_m2m_template.do?sys_is_list=true&sys_is_related_list=true&sys_targe...

Edit Members

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection

contract_manager
core_ui_analytics_admin
core_ui_analytics_viewer
credential_admin
currency_admin
currency_instance_admin
currency_instance_report_admin
customer_update_report_on
customer_update_report_view
dashboard_admin
data_classification_admin
data_classification_auditor
data_lookup_admin
data_manager_admin
data_manager_user
data_policy_admin
import_transformer

Roles List

saqib 123

itil
rest_service

> <

Cancel Save

Step 2: Generate Endpoint Through Rest Explorer

Select Table (e.g.- incident)

select Method – (POST/PUT/GET)

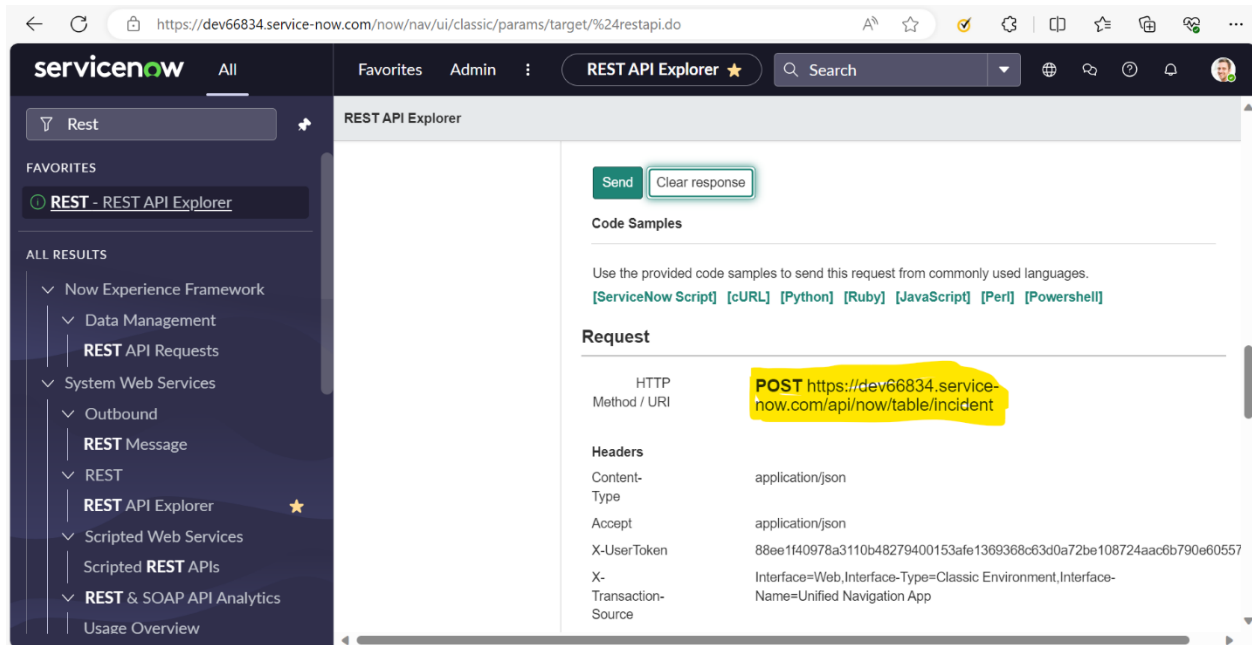
The screenshot shows the ServiceNow REST API Explorer interface. The left sidebar contains a navigation menu with 'REST API Explorer' highlighted. The main panel is titled 'Table API' and includes a description: 'Allows you to perform create, read, update and delete (CRUD) operations on existing tables'. Under 'Create a record', a POST request is shown: `POST https://dev66834.service-now.com/api/now/table/{tableName}`. The 'Prepare request' section shows 'Path parameters' with 'tableName' set to 'Incident (incident)'. A list of available methods is shown: 'Retrieve records from a table (GET)', 'Create a record (POST)', 'Retrieve a record (GET)', 'Modify a record (PUT)', and 'Delete a record (DELETE)'.

The screenshot shows the 'Request Body' configuration in the ServiceNow REST API Explorer. The 'Builder' tab is active, showing a JSON body with the following structure:

```
{ "caller_id": "abel tutor", "short_description": "Created for Testing" }
```

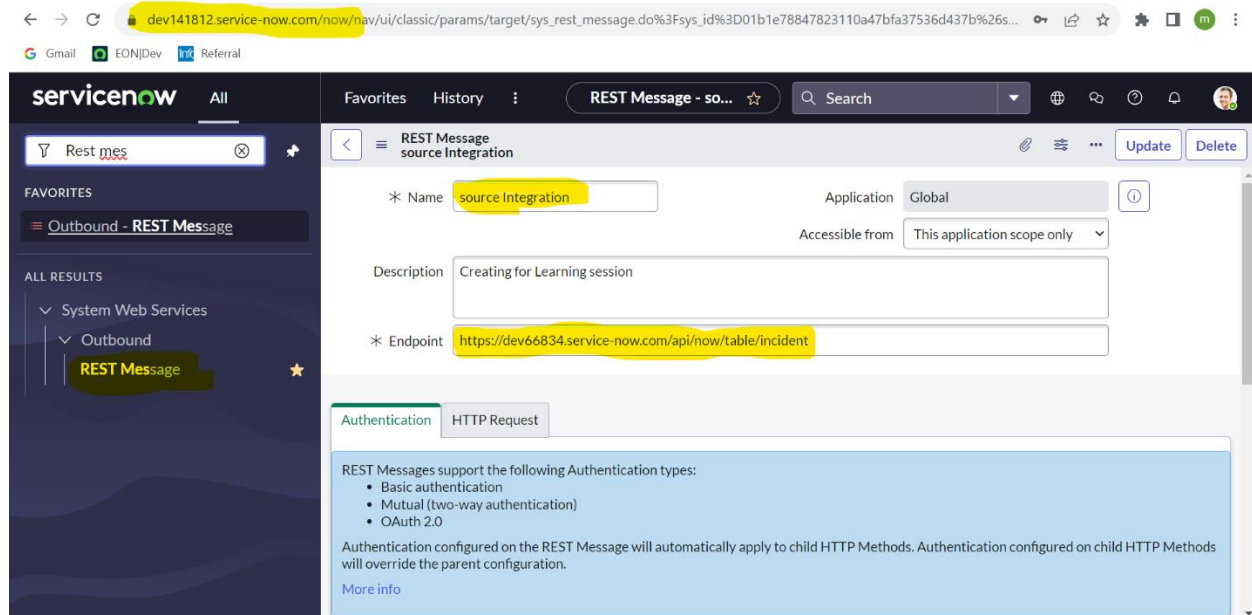
. The 'Send' button is highlighted at the bottom.

After Clicking on the send button.



At Source End:

Step 3: Create REST Message



Select the Authentication method and Enter user details!

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REST Message source Integration

Update

Delete

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

[More info](#)

Authentication type

Basic

No authentication

Basic

OAuth 2.0

Use mutual authentication

☐

<

REST Message source Integration

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

[More info](#)

Authentication type

Basic

Basic auth profile

New User

Lookup using list

☐

Basic Auth Configurations | ServiceNow - Google Chrome

dev141812.service-now.com/sys_auth_profile_basic_list.do?sysparm_target=sys_rest_message.basic_auth_profile&sysparm_target=sys_rest_message.basic_auth_profile

Basic Auth Configurations

Name

Search

New

All

Name

Search

New User

saqib123

dev141812.service-now.com/now/nav/ui/classic/params/target/sys_rest_message.do%3Fsys_id%3D01b1e78847823110a47bfa37536d437b%26s...

New Record | Basic Auth Configuration | ServiceNow - Google Chrome

dev141812.service-now.com/sys_auth_profile_basic.do?sys_id=-1&sys_is_list=true&sys_target=sys_auth_profile_basic&sys_target=sys_auth_profile_basic

Basic Auth Configuration

New record

Submit

Name

Username

Password

Submit

Application

Global

Use mutual

☐

HTTP Methods for text Search Actions on selected rows... New			
REST Message = source Integration			
<input type="checkbox"/>	Name	HTTP method	Endpoint
<input type="checkbox"/>	Incident creation	POST	https://dev66834.service-now.com/api/now...
<input type="checkbox"/>	Default GET	GET	https://dev66834.service-now.com/api/now...
<input type="checkbox"/>	Incident update	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 EONDev 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

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...

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HTTP Method Incident updation

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 EONJDev Referral

HTTP Method Incident updation

Use MID Server

HTTP Headers

Name	Value
Content-Type	application/json
Insert a new row...	

HTTP Query Parameters

Name	Value	Order
Insert a new row...		
Content	<pre>{ "short_description": "\${sd}", "description": "\${desc}", "category": "\${category}", "impact": "\${imp}", "urgency": "\${urg}", "correlation_id": "\${source_sysid}", "caller_id": "\${caller}" }</pre>	





Step 5: Creating Business Rules to Trigger REST Messages

Business Rule for Incident Creation: -

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Business Rule
Incident Creation



Update

Delete

↑

↓

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name

Incident Creation

Table

Incident [incident]

Priority

100

Application

Global

ⓘ

Active

☒

Advanced

☒

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

☐

<

≡

Business Rule
Incident Creation



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 empty

AND

OR

✖

Role conditions



Business Rule

Incident Creation

Update

Delete

↑

↓

conditions are met. [More Info](#)

Name

Incident Creation

Table

Incident [incident]

Priority

100

Application

Global

ⓘ

Active

☒

Advanced

☒

When to run

Actions

Advanced

Condition

Script

1

2

3

4

5

6

{function executeRule(current, previous /*null when async*/) {

// Add your code here

new MyIntegration().triggerCreate(current);

}}(current, previous);

Business Rule for updating:

Business Rule

Incident updation

Update

Delete

↑

↓

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name

Incident updation

Table

Incident [incident]

Priority

100

Application

Global

ⓘ

Active

☒

Advanced

☒

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

☐

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

Updated by

is not

saqib123

AND

Correlation ID

is not empty

AND

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

1

2

3

4

5

6

(function executeRule(current, previous /*null when async*/) {

// Add your code here

new MyIntegration().triggerUpdate(current);

})(current, previous);

Step 6:

Script Include:

Script Include - MyIntegration

Name: MyIntegration Application: Global

API Name: global.MyIntegration Accessible from: This application scope only

Client callable: ☐ Active: ☒

Description:

Script

```
1 var MyIntegration = Class.create();
2 MyIntegration.prototype = {
3   initialize: function() {},
4   triggerCreate: function(incGR) {
5     var r = new sn_ws.RESTMessageV2('source Integration', 'Incident Creation
6     r.setStringParameterNoEscape("sd", incGR.short_description);
7     r.setStringParameterNoEscape("caller", incGR.caller_id);
8     r.setStringParameterNoEscape("desc", incGR.description);
9     r.setStringParameterNoEscape("category", incGR.category);
10    r.setStringParameterNoEscape("source_sysid", incGR.sys_id);
11    r.setStringParameterNoEscape("imp", incGR.impact);
12    r.setStringParameterNoEscape("urg", incGR.urgency);
13    var response = r.execute();
14    var responseBody = response.getBody();
15    var httpStatus = response.getStatusCode();
16    var respObj = JSON.parse(responseBody);
```

Script

```
14 var responseBody = response.getBody();
15 var httpStatus = response.getStatusCode();
16 var respObj = JSON.parse(responseBody);
17 var incUPdateGR = new GlideRecord("incident");
18 incUPdateGR.addQuery("sys_id", incGR.sys_id);
19 incUPdateGR.query();
20 if (incUPdateGR.next()) {
21   incUPdateGR.correlation_id = respObj.result.sys_id;
22   incUPdateGR.setWorkflow(false);
23   incUPdateGR.update();
24 }
25 gs.log("Response Body -" + responseBody + "\nStatus Code -" + httpStatus, "Incident Integration Test");
26 },
27 triggerUpdate: function(incGR) {
28
29   var r = new sn_ws.RESTMessageV2('source Integration', 'Incident updation');
30   r.setStringParameterNoEscape("sd", incGR.short_description);
31   r.setStringParameterNoEscape("caller", incGR.caller_id);
32   r.setStringParameterNoEscape("desc", incGR.description);
33   r.setStringParameterNoEscape("category", incGR.category);
34   r.setStringParameterNoEscape("imp", incGR.impact);
35   r.setStringParameterNoEscape("urg", incGR.urgency);
36   r.setStringParameterNoEscape("source_sysid", incGR.sys_id);
37   r.setStringParameterNoEscape("client_sysid", incGR.correlation_id);
38   var response = r.execute();
39   var responseBody = response.getBody();
40   var httpStatus = response.getStatusCode();
41   var respObj = JSON.parse(responseBody);
42   gs.log("r EP -" + r.getEndpoint(), "Incidents Integration Test");
43   gs.log("Response Body -" + responseBody + "\nStatus Code -" + httpStatus, "Incident Integration Test");
44 },
45 type: 'MyIntegration'
46 };
```

Testing through creating Incident from source:

dev141812.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3Dcf75c01c47063110a47bfa37536d433a%26sysparm_vie...

Gmail EONJDev Referral

servicenow All

Favorites History Workspaces Admin Incident - INC0010006

Incident INC0010006

Number INC0010006

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group Hardware

Correlation ID

Assigned to

* Short description Creating for Demo Integration

Description From Source +updating

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Checking from Destination:

https://dev66834.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D43770894978...

servicenow All

Favorites Incident - INC0010012

Incident INC0010012

Number INC0010012

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group

Assigned to

* Short description Creating for Demo Integration

Description From Source +updating

Related Search Results >

Notes Related Records Resolution Information

Testing through Updating Incident from source:

dev141812.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3Dcf75c01c47063110a47bfa37536d433a%26sysparm_vie...

Gmail EONJDev Referral

servicenow All

Favorites History Workspaces Admin Incident - INC0010006

Incident INC0010006

Number INC0010006

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group Hardware

Correlation ID 43770894978e3110b48279400153

Assigned to

* Short description Creating for Demo Integration + 10/18/2023

Description From Source +updating+ Updating today only + 10/18/2023

Checking from Destination:

That energy symbol shows an update.

https://dev66834.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D43770894978...

servicenow All

Favorites Incident - INC0010012

Incident INC0010012

Number INC0010012

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group

Assigned to

* Short description Creating for Demo Integration + 10/18/2023

Description From Source +updating+ Updating today only + 10/18/2023