**🔍 What is REST API Integration in AI & ServiceNow?**

A **REST API Integration** allows **ServiceNow** to communicate with your **AI model** (running in Flask) using HTTP requests. This integration helps **automate ticket classification** by sending incident descriptions to your AI model and receiving predictions.

**✅ How It Works**

1. **User Creates an Incident**
   * In ServiceNow, a user submits a new **IT support ticket** (e.g., "Cannot log in to email").
2. **ServiceNow Sends the Ticket Data**
   * A **REST API call** (HTTP POST request) is sent to your Flask API at:

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http://YOUR\_IP:5000/predictTicket

* + The **incident description** is sent as JSON.

1. **AI Model Predicts the Category**
   * Your **Flask API** processes the request.
   * The **AI model** classifies the ticket into a category (e.g., "Email Issue").
   * The **predicted category** is sent back to ServiceNow.
2. **ServiceNow Updates the Incident**
   * The ticket is **automatically categorized**.
   * The correct **support team** can be notified.

**✅ Example: How ServiceNow Calls Your AI API**

**📌 ServiceNow REST API Request**

When a new incident is created, ServiceNow sends this JSON request:

json

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{

"text": "Cannot log in to email"

}

**📌 Flask API Response (AI Model Prediction)**

Your Flask AI API processes the request and responds with:

json

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{

"predicted\_category": "Email Issue"

}

**📌 ServiceNow Updates the Incident**

* The incident is updated with the **predicted category**.
* The relevant **IT team** is assigned automatically.

**✅ Why Use REST API Integration?**

* 🔹 **Automates Ticket Categorization** (No manual classification)
* 🔹 **Saves Time for IT Support Teams**
* 🔹 **Improves Accuracy Using AI**
* 🔹 **Seamless Communication Between ServiceNow & AI Model**