



1. ServiceNow Incident Management API Capability

A Blue Prism skill that implements ServiceNow Incident Management via the ServiceNow Table API REST interface.

This skill enables you to retrieve, create, update, and delete incident records.

To use this API, users must have one of the following roles: admin, web_service_admin, or rest_api_explorer.

Whats Included:

- ServiceNow Incident Management.bpskill - Blue Prism skill

Documentation

- Blue_Prism_ServiceNow_Incident_Management_Skill_User_Guide.pdf

Pre-Requisites

- Blue Prism v6.6

2. Getting Started:

- Review the ServiceNow API Documentation:
- Go to <https://developer.servicenow.com/app.do#!/home> > Choose API from top ribbon, select REST in dropdown, scroll down to find the Table API information. The Table API is used to manage incidents.
- For further reading, please see: https://docs.servicenow.com/bundle/newyork-application-development/page/integrate/inbound-rest/concept/use-REST-API-Explorer.html#t_GetStartedRetrieveExisting

3. Using the Skill

To use the ServiceNow Incident Management skill in Blue Prism:

- Download the [skill](#) directly.
- Import the skill file into Blue Prism.
- Open the Web API Service (in the System tab in the Blue Prism IDE) associated with the skill. You'll see the URL with the data item *[ServiceNow Instance]* in the field for Base URL. This parameter will be exposed as a data item when you import the skill into an object or process. Populate the data item with your instance URL. It will be something like "xxxXXXXX.service-now.com" where the xxxXXXXX will be the specific name for your ServiceNow instance.

Below is a list of available actions from the Web API:

3.1 Using the Skill

Retrieve Incidents:

Retrieves existing incident records.

Input Parameter	Type	Required	Description
name-value pairs	Text	N	Name-value pairs to use to filter the result set. This parameter is mutually exclusive with sysparm_query.
sysparm_display_value	Text	N	Data retrieval operation for reference and choice fields.
sysparm_exclude_reference_link	Flag	N	Flag that indicates whether to exclude Table API links for reference fields.
sysparm_fields	Text	N	Comma-separated list of field names to return in the response.
sysparm_limit	Text	N	Maximum number of records to return. Unusually large sysparm_limit values can impact system performance. For requests that exceed this number of records, use the sysparm_offset parameter to paginate record retrieval.
sysparm_offset	Text	N	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval.
sysparm_query	Text	N	Encoded query used to filter the result set.
sysparm_query_no_domain	Flag	N	Flag that indicates whether to restrict the record search to only the domains for which the logged in user is configured.
sysparm_suppress_pagination_header	Flag	N	Flag that indicates whether to remove the Link header from the response.
sysparm_view	Text	N	UI view for which to render the data. Determines the fields returned in the response.
ServiceNow Instance	Text	Y	The URL of the ServiceNow instance.

Output Parameter	Type	Description
Response_Content	Text	A JSON value containing response information related to the request.

Output Parameter	Type	Description
HTTP Status Code	Text	HTTP Status code returned in response.
Response Headers	Collection	Collection of headers data returned in response.
Request Data	Text	URL that is sent to ServiceNow.

Retrieve Incident By SysId:

Retrieve a specific incident.

Input Parameter	Type	Required	Description
sys_id	Text	Y	Unique identifier of the incident to retrieve.
ServiceNow Instance	Text	Y	The URL of the ServiceNow instance.

Output Parameter	Type	Description
Response_Content	Text	A JSON value containing response information related to the request.
HTTP Status Code	Text	HTTP Status code returned in response.
Response Headers	Collection	Collection of headers data returned in response.
Request Data	Text	URL that is sent to ServiceNow.

Create Incident:

Creates a new incident record with the passed-in parameters.

Input Parameter	Type	Required	Description
body	Text	N	Optional parameters (see Service Now API doc).
ServiceNow Instance	Text	Y	The URL of the ServiceNow instance.

Output Parameter	Type	Description
Response_Content	Text	A JSON value containing response information related to the request.
HTTP Status Code	Text	HTTP Status code returned in response.
Response Headers	Collection	Collection of headers data returned in response.

Output Parameter	Type	Description
Request Data	Text	URL that is sent to ServiceNow.

Update Incident By SysId:

Updates the specified incident record with the passed-in parameters.

Input Parameter	Type	Required	Description
sys_id	Text	Y	Unique identifier of the incident to update.
body	Text	N	Optional parameters (see Service Now API doc).
ServiceNow Instance	Text	Y	The URL of the ServiceNow instance.

Output Parameter	Type	Description
Response_Content	Text	A JSON value containing response information related to the request.
HTTP Status Code	Text	HTTP Status code returned in response.
Response Headers	Collection	Collection of headers data returned in response.
Request Data	Text	URL that is sent to ServiceNow.

Delete Incident By SysId:

Deletes the specified incident record with the passed-in parameters.

Input Parameter	Type	Required	Description
sys_id	Text	Y	Unique identifier of the incident to update.
ServiceNow Instance	Text	Y	The URL of the ServiceNow instance.

Output Parameter	Type	Description
Response_Content	Text	A JSON value containing response information related to the request.
HTTP Status Code	Text	HTTP Status code returned in response.
Response Headers	Collection	Collection of headers data returned in response.
Request Data	Text	URL that is sent to ServiceNow.

