# ServiceNow Integration Workflow

# Pre-requisites

* Service Now URL
* Alerting Profile
* Service Now Credentials(BOT ID)

**Step1: An email has been sent to Amanda S. Keene regarding the BOT ID credentials.**

**Step2**: **Manage==> setting==>Alerting Profile==> Problem alerting Profile==> Add alerting Profile (or) we can use Default Alerting Profile**

A screenshot of a computer

AI-generated content may be incorrect.

Step3: **Manage==>Settings==>Integration==>Problem Notification==>Add Notification**

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**Step4:** **Choose Notification Type as required**

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**Step5: After selecting the notification type, proceed to enter the required configuration details accordingly.**

* Display name
* ServiceNow URL

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AI-generated content may be incorrect.

**Step6: Click on "Create Basic Authorization Header," enter the BOT ID details, select the appropriate Alerting Profile based on the requirement, and then click "Send Test Notification" to validate the configuration**

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