Create Incident XAML – The workflow creates an incident in ServiceNow
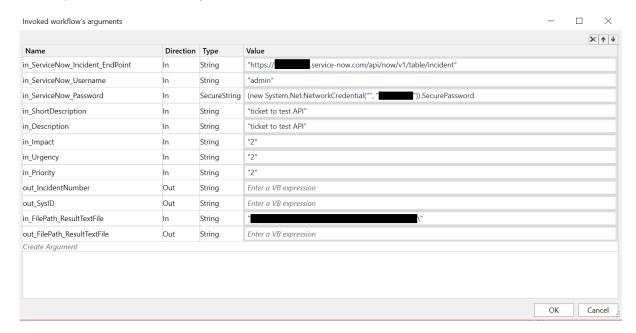
1. Download the package – UiPath.Web.Activities
2. The Service Now user should have the following roles - web_service_admin, rest_api_explorer, or admin
3. Map all the arguments in the XAML

-ServiceNow URL format is https://yourinstance.service-now.com/api/now/v1/table/incident

-Pass a secure string into the argument, if you are using String for password, you can convert String into SecureString using:

(new System.Net.NetworkCredential("", "yourPassword")).SecurePassword

Put file path in the format: C:\xyz\abc\

4. Other fields can be added by creating arguments and writing them into the HTTP Request Activity's Body. For example:
"{ 'short_description':'"+in_ShortDescription+"', 'description':'"+in_Description+"', 'impact':'"+in_Impact+"', 'urgency':'"+in_Urgency+"', 'priority':'"+in_Priority+"', 'assignment_group':'"+in_AssignmentGroup+"', 'category':'"+in_Category+"', 'subcategory':'"+in_Subcategory+"' }"
Assignment Group, Category, Subcategory, etc. can be added.

5. The output pane will look like:

Vasundhara Sharma

Output

Execution started for file: Main

servicenow_workflows execution started

Connecting to https://████.service-now.com/api/now/v1/table/incident...

HTTP request result... {"result":{"parent":"","made_sla":"true","caused_by":"","watch_list":"","upon_reject":"cancel","sys_updated_on":"2020-05-11 16:40:21","child_incidents":"0","hold_reason":"","approval_history":"","number":"INC0010014","resolved_by":"","sys_updated_by":"admin","opened_by":{"link":"https://████service-now.com/api/now/v1/table/sys_user/6816f79cc0a8016401c5a33be04be441","value":"6816f79cc0a8016401c5a33be04be441"},"user_input":"","sys_created_on":"2020-05-11 16:40:21","sys_domain":{"link":"https://████.service-now.com/api/now/v1/table/sys_user_group/global","value":"global"},"state":"1","sys_created_by":"admin","knowledge":"false","order":"","calendar_stc":"","closed_at":"","cmdb_ci":"","delivery_plan":"","contract":"","impact":"2","active":"true","work_notes_list":"","business_service":"","priority":"3","sys_domain_path":"/","rfc":"","time_worked":"","expected_start":"","opened_at":"2020-05-11 16:40:21","business_duration":"","group_list":"","work_end":"","caller_id":"","reopened_time":"","resolved_at":"","approval_set":"","subcategory":"","work_notes":"","short_description":"ticket to test API","close_code":"","correlation_display":"","delivery_task":"","work_start":"","assignment_group":"","additional_assignee_list":"","business_stc":"","description":"ticket to test API","calendar_duration":"","close_notes":"","notify":"1","service_offering":"","sys_class_name":"incident","closed_by":"","follow_up":"","parent_incident":"","sys_id":"030fed1007301010d880fe4f7c1ed0da","contact_type":"","reopened_by":"","incident_state":"1","urgency":"2","problem_id":"","company":"","reassignment_count":"0","activity_due":"","assigned_to":"","severity":"3","comments":"","approval":"not requested","sla_due":"","comments_and_work_notes":"","due_date":"","sys_mod_count":"0","reopen_count":"0","sys_tags":"","escalation":"0","upon_approval":"proceed","correlation_id":"","location":"","category":"inquiry"}}

Writing result in text file on path ██████████████████\INCIDENT RESULT 11-May-2020 10-10-23.txt...

Incident created successfully with Incident ID: INC0010014...

servicenow_workflows execution ended in: 00:00:04

6. The text file will look like:

INCIDENT RESULT 11-May-2020 10-10-23 - Notepad

File Edit Format View Help

{
  "result": {
    "parent": "",
    "made_sla": "true",
    "caused_by": "",
    "watch_list": "",
    "upon_reject": "cancel",
    "sys_updated_on": "2020-05-11 16:40:21",
    "child_incidents": "0",
    "hold_reason": "",
    "approval_history": "",
    "number": "INC0010014",
    "resolved_by": "",
    "sys_updated_by": "admin",
    "opened_by": {
      "link": "https://████.service-now.com/api/now/v1/table/sys_user/6816f79cc0a8016401c5a33be04be441",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "user_input": "",
    "sys_created_on": "2020-05-11 16:40:21",
    "sys_domain": {
      "link": "https://████.service-now.com/api/now/v1/table/sys_user_group/global",
      "value": "global"
    },
    "state": "1",
    "sys_created_by": "admin",
    "knowledge": "false",
    "order": "",
    "calendar_stc": "",
    "closed_at": "",
    "cmdb_ci": "",
    "delivery_plan": "",
    "contract": "",
    "impact": "2",
    "active": "true",
    "work_notes_list": "",
    "business_service": "",
    "priority": "3",