

Educational Organisation using ServiceNow - Python Script

Python Code for ServiceNow Integration

```
import requests
from requests.auth import HTTPBasicAuth
import json

# Configuration
INSTANCE = 'your_instance_name' # e.g. 'dev12345'
USERNAME = 'your_username'
PASSWORD = 'your_password'
TABLE = 'incident' # Common for support tickets

BASE_URL = f'https://{INSTANCE}.service-now.com/api/now/table/{TABLE}'

# Headers
HEADERS = {
    "Content-Type": "application/json",
    "Accept": "application/json"
}

# Function to create a ticket
def create_support_ticket(student_name, issue_description, urgency='2'):
    data = {
        "short_description": f"Issue reported by student: {student_name}",
        "description": issue_description,
        "urgency": urgency,
        "category": "inquiry",
        "caller_id": student_name # This assumes student name exists as a user in
ServiceNow
    }
    response = requests.post(BASE_URL, auth=HTTPBasicAuth(USERNAME, PASSWORD),
headers=HEADERS, data=json.dumps(data))

    if response.status_code == 201:
        print("Ticket created successfully!")
        print("Ticket Number:", response.json()['result']['number'])
    else:
        print("Failed to create ticket.")
        print("Status Code:", response.status_code)
        print("Response:", response.text)

# Function to retrieve tickets
def get_all_tickets(limit=5):
    query_url = f"{BASE_URL}?sysparm_limit={limit}"
    response = requests.get(query_url, auth=HTTPBasicAuth(USERNAME, PASSWORD),
headers=HEADERS)

    if response.status_code == 200:
```

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```
tickets = response.json()['result']
for ticket in tickets:
    print(f"{ticket['number']} - {ticket['short_description']}")
else:
    print("Failed to retrieve tickets.")
    print("Status Code:", response.status_code)
    print("Response:", response.text)

# Example usage
if __name__ == "__main__":
    print("Getting existing tickets...\n")
    get_all_tickets()

    print("\nCreating new support ticket...\n")
    create_support_ticket("John Doe", "Unable to access the course portal.",
urgency='1')
```