Oracle® Cloud

Using the ServiceNow Adapter

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This guide describes how to configure and add the ServiceNow Adapter to an integration in Oracle Integration Cloud Service.

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Preface

Using the ServiceNow Adapter describes how to configure the ServiceNow Adapter as a connection in an integration in Oracle Integration Cloud Service.

Topics:

- Audience
- Related Resources
- Conventions

Audience

Using the ServiceNow Adapter is intended for developers who want to use the ServiceNow Adapter in integrations in Oracle Integration Cloud Service.

Related Resources

For more information, see these Oracle resources:

- Oracle Cloud

  `http://cloud.oracle.com`
- *Using Oracle Integration Cloud Service*
- *Using the Oracle Mapper*
- *Getting Started with Oracle Cloud*
- *Managing and Monitoring Oracle Cloud*
- Oracle Public Cloud Machine documentation in the Oracle Help Center:

  http://docs.oracle.com

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Getting Started with the ServiceNow Adapter

Review the following conceptual topics to learn about the ServiceNow Adapter and how to use it as a connection in integrations in Oracle Integration Cloud Service. A typical workflow of adapter and integration tasks is also provided.

Topics

- About the ServiceNow Adapter
- About Oracle Integration Cloud Service
- About Oracle Integration Cloud Service Connections
- About Oracle Integration Cloud Service Integrations
- About ServiceNow Adapter Use Cases
- Typical Workflow for Creating and Including an Adapter Connection in an Integration

About the ServiceNow Adapter

The ServiceNow Adapter enables you to create an integration in Oracle Integration Cloud Service.

ServiceNow provides platform-as-a-service (PaaS) enterprise service management software for human resources, law, facilities management, finance, marketing, and field operations. ServiceNow specializes in IT service management (ITSM) applications and automates common business processes. ServiceNow contains a number of modular applications that can vary by instance and user.

The ServiceNow Adapter is one of many predefined adapters included with Oracle Integration Cloud Service. You can configure the ServiceNow Adapter as an invoke connection in an integration in Oracle Integration Cloud Service. For information about Oracle Integration Cloud Service, connections, and integrations, see the following sections:

- About Oracle Integration Cloud Service
- About Oracle Integration Cloud Service Connections
- About Oracle Integration Cloud Service Integrations

What Application Version Does the ServiceNow Adapter Support?

The ServiceNow Adapter is compatible with the Fuji and Geneva versions of ServiceNow.

About Oracle Integration Cloud Service

Oracle Integration Cloud Service is a complete, secure, but lightweight integration solution that enables you to connect your applications in the cloud. It simplifies connectivity between your applications, and can connect both your applications that live in the cloud and your applications that still live on premises. Oracle Integration Cloud Service provides secure, enterprise-grade connectivity regardless of the applications you are connecting or where they reside.

Oracle Integration Cloud Service provides native connectivity to Oracle Software as a Service (SaaS) applications, such as Oracle Sales Cloud, Oracle RightNow Cloud, and so on. Oracle Integration Cloud Service *adapters* simplify connectivity by handling the underlying complexities of connecting to applications using industry-wide best practices. You only need to create a *connection* that provides minimal connectivity information for each system. Oracle Integration Cloud Service *lookups* map the different codes or terms used by the applications you are integrating to describe similar items (such as country or gender codes). Finally, the visual data mapper enables you to quickly create direct mappings between the trigger and invoke data structures. From the mapper, you can also access lookup tables and use standard XPath functions to map data between your applications.

Once you integrate your applications and activate the integrations to the runtime environment, the dashboard displays information about the running integrations so you can monitor the status and processing statistics for each integration. The dashboard measures and tracks the performance of your transactions by capturing and reporting key information, such as throughput, the number of messages processed successfully, and the number of messages that failed processing. You can also manage business identifiers that track fields in messages and manage errors by integrations, connections, or specific integration instances.

About Oracle Integration Cloud Service Connections

Connections define information about the instances of each predefined configuration you are integrating. Oracle Integration Cloud Service includes a set of predefined *adapters*, which are the types of applications on which you can base your connections, such as Oracle Sales Cloud, Oracle Eloqua Cloud, Oracle RightNow Cloud, and others. A connection is based on an adapter. A connection includes the additional information required by the adapter to communicate with a specific instance of an application (this can be referred to as metadata or as connection details). For example, to create a connection to a specific RightNow Cloud application instance, you must select the Oracle RightNow adapter and then specify the WSDL URL, security policy, and security credentials to connect to it.

Video

About Oracle Integration Cloud Service Integrations

Integrations are the main ingredient of Oracle Integration Cloud Service. An integration includes at the least a trigger (source) connection (for requests sent to Oracle Integration Cloud Service) and invoke (target) connection (for requests sent from Oracle Integration Cloud Service to the target) and the field mapping between those two connections.

When you create your integrations, you build on the connections you already created by defining how to process the data for the trigger (source) and invoke (target) connections. This can include defining the type of operations to perform on the data, the business objects and fields against which to perform those operations, required

schemas, and so on. To make this easier, the most complex configuration tasks are handled by Oracle Integration Cloud Service. Once your trigger (source) and invoke (target) connections are configured, the mappers between the two are enabled so you can define how the information is transferred between the trigger (source) and invoke (target) data structures for both the request and response messages.

Video

About ServiceNow Adapter Use Cases

The ServiceNow Adapter can be used in a variety of scenarios.

For example, you can create an integration in which a trigger Salesforce Adapter connection is integrated with an invoke ServiceNow Adapter connection, which creates an incident in ServiceNow whenever a new case is created in Salesforce.

Typical Workflow for Creating and Including an Adapter Connection in an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration Cloud Service.

Step	Description	More Information
1	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	Creating a ServiceNow Adapter Connection
2	Create the integration. When you do this, you add trigger and invoke connections to the integration.	Creating an Integration and Adding the ServiceNow Adapter Connection to an Integration
3	Map data between the trigger connection data structure and the invoke connection data structure.	Mapping Integration Cloud Service Data of *Using Oracle Integration Cloud Service*
4	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Creating Lookups of *Using Oracle Integration Cloud Service*
5	Activate the integration.	Managing Integrations of *Using Oracle Integration Cloud Service*
6	Monitor the integration on the dashboard.	Monitoring Integration Cloud Services of *Using Oracle Integration Cloud Service*
7	Track payload fields in messages during runtime.	Assigning Business Identifiers for Tracking Fields in Messages and Managing Business Identifiers for Tracking Fields in Messages of *Using Oracle Integration Cloud Service*

Step	Description	More Information
8	Manage errors at the integration level, connection level, or specific integration instance level.	Managing Errors of *Using Oracle Integration Cloud Service*

2

Creating a ServiceNow Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate. The following topics describe how to define connections:

Topics

- Prerequisites for Creating a Connection
- Creating a Connection
- Editing a Connection
- Cloning a Connection
- Deleting a Connection

Prerequisites for Creating a Connection

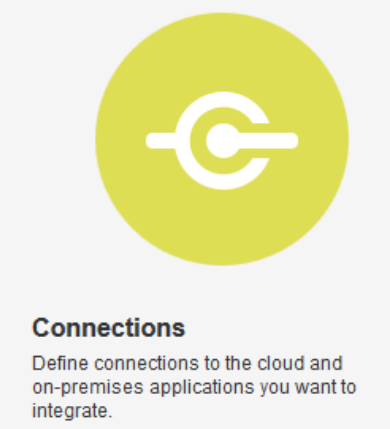
You must satisfy the following prerequisites to create a ServiceNow Adapter connection:

- Purchase a subscription to ServiceNow. When you subscribe, you receive an instance name URL, username, and password. This information is required for creating a ServiceNow Adapter connection in the Connections page. For more information, see Configuring Connection Properties and Configuring Connection Security.

Creating a Connection

The first step in creating an integration is to create the connections to the applications with which you want to share data.

1. In the Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.



3. Click **Create New Connection**.

   The Create Connection — Select Adapter dialog is displayed.

4. Select an adapter from the dialog. You can also search for the type of adapter to use by entering a partial or full name in the Search field, and clicking **Search**.

   The New Connection — Information dialog is displayed.

5. Enter the information to describe the connection.

   - Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field.
   - Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by this adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, then try to drag the adapter into the section you did not select, you receive an error (for example, configure an Oracle RightNow Cloud Adapter as only an invoke, but drag the adapter to the trigger section).
   - Enter an optional description of the connection.

6. Click **Create**.

   Your connection is created and you are now ready to configure connection details, such as email contact, connection properties, security policies, and connection login credentials.

Adding a Contact Email

From the Connection Administrator section of the connection, you can add a contact email address for notifications.

1. In the **Email Address** field, enter an email address to receive email notifications when problems occur.
2. In the upper right corner, click **Save**.

Configuring Connection Properties

Enter connection information so your application can process requests.

1. Click **Configure Connectivity**.

   The Connection Properties dialog is displayed.

2. In the **ServiceNow Instance Name** field, enter the instance name URL (for example, `https://host_name.service-now.com`). You receive the instance name URL after you purchase a ServiceNow subscription.
3. Click **OK**.

   You are now ready to configure connection security.

Configuring Connection Security

Configure security for your ServiceNow Adapter connection by selecting the security policy and security token.

1. Click **Configure Credentials**.
2. Enter your login credentials.
   a. Select the security policy. Only the Basic Authentication policy is supported. It cannot be deselected.
   b. Enter a username and password to connect to the ServiceNow instance. You receive the username and password after you purchase a ServiceNow subscription.
   c. Reenter the password a second time.
3. Click **OK**.

   You are now ready to test your connection.

Testing the Connection

Test your connection to ensure that it is successfully configured.

1. In the upper right corner of the page, click **Test**.

   If successful, the following message is displayed and the progress indicator shows 100%.

   ```
   The connection test was successful!
   ```

2. If your connection was unsuccessful, an error message is displayed with details. Verify that the configuration details you entered are correct.
3. When complete, click **Save**.

Editing a Connection

You can edit connection settings after creating a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. On the Connections page, select **Edit** from the connection **Actions** menu or click the connection name.

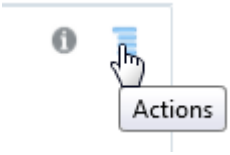
   The Connection page is displayed.

4. To edit the notification email contact, change the email address in the **Email Address** field.
5. To edit the connection properties, click **Configure Connectivity**. Note that some connections do not include this button. If your connector does not include a **Configure Connectivity** button, then click the **Configure Credentials** button.

Cloning a Connection

You can clone a copy of an existing connection. It is a quick way to create a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. On the Connections page, select **Clone** from the connection **Actions** menu.



The Clone Connection dialog is displayed.

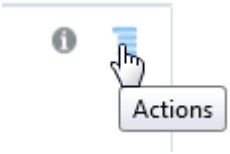
4. Enter the connection information.
5. Click **Clone**.
6. Click **Edit** to configure the credentials of your cloned connection. Cloning a connection does not copy the credentials.

See Editing a Connection for instructions.

Deleting a Connection

You can delete a connection from the connection menu.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. On the Connections page, click **Delete** from the connection **Actions** menu.



The Delete Connection dialog is displayed if the connection is not used in an integration.

4. Click **Yes** to confirm deletion.

3

Creating an Integration

Integrations use the adapter connections you created to your applications, and define how information is shared between those applications. You can create, import, modify, or delete integrations; create integrations to publish or subscribe to messages; add and remove request and response enrichment triggers; and create routing paths for different invoke endpoints in integrations. Click the following topics for more information.

Topic

- Creating Integrations (in *Using Oracle Integration Cloud Service*)

4

Adding the ServiceNow Adapter Connection to an Integration

The ServiceNow Adapter enables you to create integrations with a ServiceNow Cloud application.

The following sections describe the wizard pages that guide you through configuration of the ServiceNow Adapter as both a trigger and invoke connection in an integration.

Topic

- Configuring Basic Information Properties
- Configuring ServiceNow Adapter Trigger Configuration Properties
- Configuring ServiceNow Adapter Trigger Fields Properties
- Configuring ServiceNow Adapter Trigger Conditions Properties

  Configuring ServiceNow Adapter Trigger Response Properties
- Configuring ServiceNow Adapter Invoke Operations Properties
- Configuring ServiceNow Adapter Invoke Extended Query Parameters
- Reviewing Configuration Values on the Summary Page

For more information about the ServiceNow Adapter, see About the ServiceNow Adapter.

Configuring Basic Information Properties

You can enter a name and description on the Basic Info page of each trigger and invoke adapter in your integration.

Topics

- What You Can Do from the Basic Info Page
- What You See on the Basic Info Page

What You Can Do from the Basic Info Page

You can specify the following values on the Basic Info page. The Basic Info page is the initial wizard page that is displayed whenever you drag an adapter to the trigger (source) or invoke (target) area supported by your adapter.

- Specify a meaningful name.

- Specify a description of the responsibilities.

What You See on the Basic Info Page

The following table describes the key information on the Basic Info page.

Element	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: • Blank spaces (for example, `My Inbound Connection`) • Special characters (for example, `#;83&` or `righ(t)now4`) • Multibyte characters
What does this endpoint do?	Enter an optional description of the connection's responsibilities. For example: `This connection receives an inbound request to synchronize account information with the cloud application.`

Configuring ServiceNow Adapter Trigger Configuration Properties

Select the application and module for which you want to received notifications.

Topics

- What You Can Do from the ServiceNow Adapter Configuration Page
- What You See on the ServiceNow Adapter Configuration Page

What You Can Do from the ServiceNow Adapter Configuration Page

Use the configuration page to select an application and module for which you want receive notifications.

What You See on the ServiceNow Adapter Configuration Page

The following table describes the key information on the ServiceNow Adapter Configuration page.

Element	Description
Select ServiceNow Application	Use the scrolling list to select an application for which you want to receive notifications when it is inserted, updated, or deleted.
Filter By Application Name	Type the initial letters of the application name to filter the display of names in the list.

Element	Description
Select ServiceNow Module	Use the scrolling list to select a module from the application you previously selected.
Filter By Module Name	Type the initial letters of the module name to filter the display of names in the list.

Configuring ServiceNow Adapter Trigger Fields Properties

Enter the ServiceNow Adapter trigger format definition parameters.

Topics

- What You Can Do from the ServiceNow Adapter Fields Page
- What You See on the ServiceNow Adapter Fields Page

What You Can Do from the ServiceNow Adapter Fields Page

Use the Fields page to specify the fields for which you want notification when they are inserted, updated, or deleted.

What You See on the ServiceNow Adapter Fields Page

The following table describes the key information on the ServiceNow Adapter Fields page.

Element	Description
Type field name to filter	Type the initial letters of the field name to filter the display of names in the list. Use the dropdown menu to narrow or widen the list of fields: • ALL — Shows all of the available fields • CUSTOM — Shows only the custom fields • STANDARD — Shows only the standard fields
Available Fields	Use the scrolling list to select a list of fields for which you want to receive notifications when it is inserted, updated, or deleted. These are fields contained in the application and module you selected on the Configurations page. The fields are moved to the **Selected Fields** list as you select them. You can double-click on a field name or use the arrow buttons to move the field to the **Selected Fields** list.
Selected Fields	The list of fields you have selected.

Configuring ServiceNow Adapter Trigger Conditions Properties

Use this page to select actions that trigger a notification when they are performed on the selected fields. You can also set condition statements that govern the conditions under which the notifications are triggered.

Topics

- What You Can Do from the ServiceNow Adapter Conditions Page
- What You See on the ServiceNow Adapter Conditions Page

What You Can Do from the ServiceNow Adapter Conditions Page

You can use the ServiceNow Adapter Conditions page to create complex condition statements to notify you when a selected fields are inserted, updated or deleted.

What You See on the ServiceNow Adapter Conditions Page

The following table describes the key information on the ServiceNow Adapter Conditions page.

Element	Description
Receive notifications when asset gets: • **Inserted** • **Updated** • **Deleted**	Select one or more of the listed events (inserted, updated, deleted) that will trigger a notification when it is performed on the selected application, module or field.
Enter field conditions	Use this part of the page to construct statements that govern the conditions under which the notifications are triggered. Click the checkbox to activate the condition control.

Configuring ServiceNow Adapter Trigger Response Properties

Use the ServiceNow Adapter Response page to configure a callback response in the case of either a successful or failed integration flow.

Topics

- What You Can Do from the ServiceNow Adapter Response Page
- What You See on the ServiceNow Adapter Response Page

What You Can Do from the ServiceNow Adapter Response Page

You can use the Response page to do one of the following:

- Elect to send a response or not to send a response.
- Send a response if the integration flow completes successfully.
- Send a response if the integration flow fails.

What You See on the ServiceNow Adapter Response Page

The following table describes the key information on the ServiceNow Adapter Response page.

Element	Description
Send response	Click the **Send Response** checkbox to reveal the **Successful response** and **Failed response** tabs.
Successful response	Click the **Send successful response** checkbox to activate the **Select ServiceNow Application** and **Select ServiceNow Module** scrolling lists. Select the application and module to configure for a successful callback response. Use the **Filter By ...** fields to filter the display of names in the list.
Failed response	Click the **Send failed response** checkbox to activate the **Select ServiceNow Application** and **Select ServiceNow Module** scrolling lists. Select the application and module to configure for a failed callback response. Use the **Filter By ...** fields to filter the display of names in the list.

Configuring ServiceNow Adapter Invoke Operations Properties

Configure the operation to perform in the invoke ServiceNow Adapter application.

Topics

- What You Can Do from the ServiceNow Adapter Operations Page
- What You See on the ServiceNow Adapter Operations Page

What You Can Do from the ServiceNow Adapter Operations Page

Select an application and module on which to perform an operation. Then select the operation to perform in the application.

What You See on the ServiceNow Adapter Operations Page

The following table describes the key information on the ServiceNow Adapter Operations page.

Element	Description
Select ServiceNow Application	Use the scrolling list to select a module from the application you previously selected.
Filter By Application Name	Type the initial letters of the application name to filter the display of names in the list.
Select ServiceNow Module	Use the scrolling list to select a module from the application you previously selected.
Filter By Module Name	Type the initial letters of the module name to filter the display of names in the list.

Element	Description
Select an Operation	Select one of the following operations to perform in the ServiceNow application from the dropdown menu: • Aggregate — Query a table using an aggregate function like SUM, COUNT, MIN, MAX, AVG • Delete — Delete one or more record from the selected table. • Get — Query the selected table by example values and return the matching records and their fields. • Insert — Create a new record for the selected table • Update — Update an existing record in the selected table, identified by the mandatory `sys_id` field.
Get keys (Displayed only if the Get operation is selected)	If this checkbox is checked, the Get operation returns all matching records and their fields.
Extended Query Parameters (Displayed only if the Get operation is selected)	Invokes the Extended Query Parameters page. Use this page to configure event criteria and extended query parameters used to filter the returned results. See Configuring ServiceNow Adapter Invoke Extended Query Parameters for a description.
Test Get Operation (Displayed only if the Get operation is selected)	**Test Get Operation** is enabled when the user selects the Get operation. Enables you to test the operation based on the parameters you selected.

Configuring ServiceNow Adapter Invoke Extended Query Parameters

Enter the ServiceNow Adapter invoke connection extended query parameter values for your integration.

Note: This page is invoked by clicking the **Extended Query Parameters** button on the Operations page.

Topics

- What You Can Do from the ServiceNow Adapter Extended Query Parameters Page
- What You See on the ServiceNow Adapter Extended Query Parameters Page

What You Can Do from the ServiceNow Adapter Extended Query Parameters Page

You can specify the following values on the ServiceNow Adapter Extended Query Parameters page.

- Specify the extended query parameters.
- Select the fields to include in the query.

What You See on the ServiceNow Adapter Extended Query Parameters Page

The following table describes the key information on the ServiceNow Adapter Extended Query Parameters page. For example, if you selected **Incident** as the table in which to query records and **GET** as the operation to perform on the table in ServiceNow, you may select a number from the **Order by** dropdown list in the **Extended Query Parameters** section and select **short_description** in the **Include Fields** section.

Element	Description
Extended Query Parameter	Select the extended query parameters to use from the following list: • **Order By** — Uses the specified field to order the returned results. • **Order By desc** — Uses the specified field to order the returned results in descending order. • **First row** — Offsets the results by this number of records from the beginning of the set. When used with **Last row**, it has the effect of querying for a window of results. The results include the first row number. • **Last row** — Limits the results by this number of records from the beginning of the set or the start row values when specified. When used with **First row**, it has the effect of querying for a window of results. Returns fewer results than the last row number and does not include the last row. • **Limit** — Limits the number of records returned. • **Use view** — Specifies the name of a form view that is used to limit and expand the returned results. When the form view contains deeply referenced fields (for example, `caller_id.email`), this field is also returned in the result.
Include Fields	Select the fields to include.
Filter By Field Name	Type the initial letters of the field name to filter the display of names in the list.
Select Fields to include	Displays the fields available to select from the application.
Included Fields	Displays the selected fields.
Encoded query	Build a custom query. For example: `Incident number is INC0022759 and Active is true`

Reviewing Configuration Values on the Summary Page

You can review the specified adapter configuration values on the Summary page.

Topics

- What You Can Do from the Summary Page
- What You See on the Summary Page

What You Can Do from the Summary Page

You can review trigger (source) or invoke (target) configuration details from the Summary page. The Summary page is the final wizard page for each adapter after you have completed your configuration.

- View the configuration details you defined for the trigger (source) or invoke (target) adapter. For example, if you have defined an inbound trigger (source) adapter with a request business object and immediate response business object, specific details about this configuration are displayed on the Summary page.
- Click **Done** if you want to save your configuration details.
- Click a specific tab in the left panel or click **Back** to access a specific page to update your configuration definitions.
- Click **Cancel** to cancel your configuration details.

What You See on the Summary Page

The following table describes the key information on the Summary page.

Element	Description
Summary	Displays a summary of the trigger (source) or invoke (target) configuration values you defined on previous pages of the wizard. The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file. To return to a previous page to update any values, click the appropriate tab in the left panel or click **Back**.

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Creating Mappings and Lookups in Integrations

You must map data between trigger connections and invoke connections in integrations. You can also optionally create lookups in integrations.

Topics

- Mapping Integration Cloud Service Data (in *Using Oracle Integration Cloud Service*)
- Creating Lookups (in *Using Oracle Integration Cloud Service*)

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Administering Integrations

Oracle Integration Cloud Service provides you with the information and tools required to activate, monitor, and manage your integrations in the runtime environment.

Topic

- Administering Integration Cloud Service (in *Using Oracle Integration Cloud Service*)