



Create Ticket in ServiceNow

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Overview

This package delivers Iflow to create a ticket in the Service Now application.

ServiceNow is a cloud-based workflow automation platform that enables enterprise organizations to improve operational efficiencies by streamlining and automating routine work tasks.

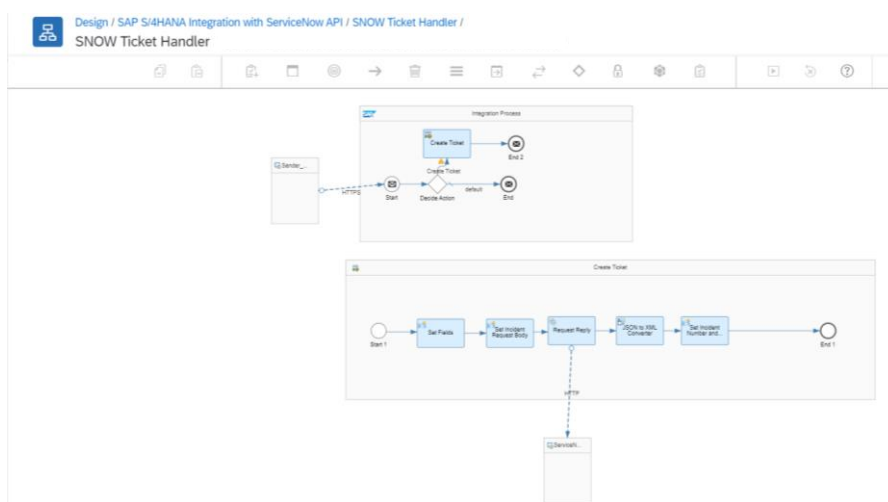
ServiceNow products offer a service model based on that can help users identify the root cause of the issues they encounter, as well as helps them to correct the problems with self-service. The service model appears as tasks, activities, and processes from ServiceNow products, separated by cloud services. Altogether, they are overseen as part of a comprehensive managed workflow that supports features such as real-time communication, collaboration, and resource sharing.

Creating ServiceNow Tickets

The ticket creation screen is divided into two parts: the first tab, **Main fields**, displays the main fields that you need to fill in (title, description, priority, version), and the second tab, **Advanced fields**, presents options fields or fields that are less important for the ticket's resolution.

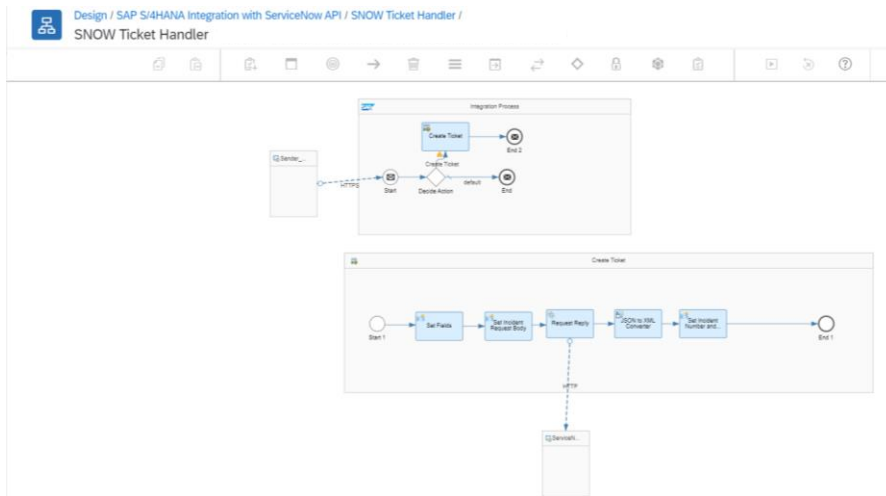
To create a ServiceNow ticket:

1. In ServiceNow, click on **Create Issue**.
2. Select the project **Support Abusiness Connect**.



3. Fill in the description as precisely as possible. Depending on the type of your issue, provide the appropriate items in the following list:
 - steps to reproduce the issue
 - logs
 - screenshots
 - customer development
 - environment. See below for detailed field descriptions.

4. Click on the **Create** button.



Projects / DOSTADDON

Backlog

AS H DS A

Epic Versions Label Type Insights

UNIT TEST DOST Addon 2 Sep - 17 Sep (30 issues) 0 0 0 Complete sprint

Complete all Process Monitor reported Errors

DOS-300	[Warning!] This record was not saved because there were no new changes compared to the existing record.	ON-HOLD	A
DOS-301	SUPPORT CHECK STATUS OF MSGS	OPEN	H
DOS-313	Value Map transport is not working	OPEN	
DOS-314	Create Ticket and Bell icon in all pages	COMPLETE	

ServiceNow ticket fields

If possible, this is the list of fields you should fill in when you create a new ticket. The other fields will be filled in by the Abusiness Support team when the ticket is analyzed.

Ticket Types

The ticket's content depends on the ticket type and is necessary to its process. You should then carefully fill all required fields.

1. Question Ticket

You must describe precisely what information you're looking for or what you're trying to do, providing the context of the question so we can give an accurate answer.

Suppose the question is too complex or too dependent on the business context. In that case, the Support team can suggest a consulting service so Abusiness can analyze the customer needs more precisely and provide a complete answer.

2. Bug Ticket

First, you must check if it is a bug from the Abusiness Platform and not a problem, i.e., an incident linked to the customer's developments. Check your scenario can be reproduced on a stock Abusiness Platform without the customer's plugins or Studio customizations.

If not sure, it is better to create a "Problem" issue for which the customer provides more information.

In case of a bug, it is essential to provide the Support team with a way to reproduce the bug. You must provide:

- The step-by-step scenario to reproduce the bug.
- The server logs: you can try to extract the last stack trace from the console or the server.log file or the message displayed on the web user interface.
- A screenshot shows the user interface before and after the bug, if relevant.

Even if only one of these elements might be enough to identify the bug, the better the bug is described, the quicker and more efficiently the bug will be fixed.

3. Problem Ticket

This type is for incidents linked to the customer's developments. In that case, you must provide the elements needed in case of a bug, and you should also:

- Provide the plugins you developed and the developments you think are related to the problem (Java classes, templates, unit tests, XML configuration files).
- Identify the last changes done on the platform since it worked fine.

If you work with Abusiness, you will probably keep working on your project as Abusiness works on the ticket. In that case, Abusiness needs to work on a frozen version of the project. To enable that, you can:

- Attach the Studio plugin (.jar file) used during the tests to the ServiceNow ticket.
- Put a tag on the Studio project, named from the ServiceNow ticket.

It is essential to identify the date at which the incident occurred in a production environment to find the corresponding errors in the logs.

4. Improvement Ticket

This type is for behaviors not available by default on the Abusiness Platform and that you would like to implement. It enables you to ask the Abusiness team for advice or promising practices to implement new behavior. You need to indicate the wanted behavior and possible constraints in the Description field for this ticket type.

Read List of Assignees from ServiceNow

To get the list of assignees from ServiceNow, we can try Time in Status for ServiceNow Cloud, which generates seven types of reports, including **Time in Status** and **Assignee Time Report**. We will get the info about who has been assigned to each issue and how long they stay in each status.

Using our DOST Add-on®, you can see the list of assignees from ServiceNow, and it also enables you the create Tickets.

The image shows a 'Ticket Details' form on the left and an 'Assignee' selection list on the right. A blue box labeled 'Create Ticket' has an arrow pointing to the 'Assignee' field in the form. The 'Assignee' field is highlighted with a yellow box, and an arrow points from it to the 'Assignee' list. The 'Assignee' list shows a search bar and a list of users with their names and IDs.

Ticket Details

*IssueType: Bug

*Summary: SAP Integration

*Description: The invoice dates and not constant from last 10th of January.

*SprintNum: DOST TEST Sprint 1

Assignee: [Empty field]

StartDate: Enter Start Date ...

EndDate: Enter End Date ...

Save Cancel

Sprint

Search

- Catherine Brink
\$MB5100-KLKEK6TORE71
- Akhil Aravindakshan
aaravindakshan
- Andres Betancur
abetancur
- Abhilash Nair
abhilash.nair
- Abhishek Khandelwal
abhishek.khandelwal
- Ashley Cantrell
acantrell
- Abdulai Caulker
acaulker
- Adara Pittman
adara.pittman

Read the list of Sprints from ServiceNow.

To know whether the sprints are active or not, try with a filter

Create a filter using the following JQL and save it. The query will get all issues that are in an Open Sprint:

sprint in openSprints() ORDER BY Rank

Create a new board that uses the filter created earlier.

Open the board and go to the Backlog view to see a list of all the open Sprints and the issues in the Sprints. Backlog view is used to view the Sprints.

Sprint Report

The image shows the Sprint Report

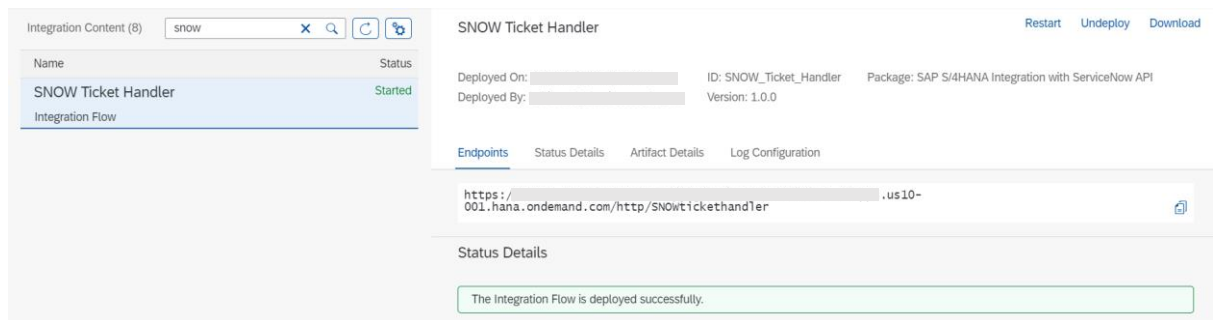
- Condense Burndown chart.



Steps to Install

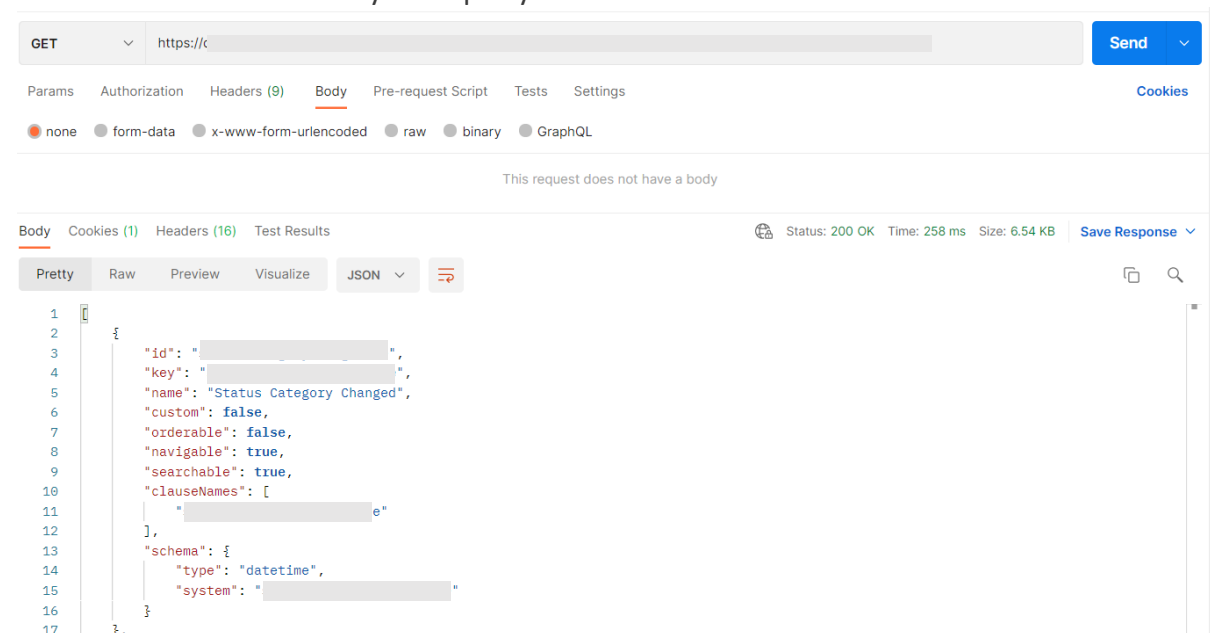
1. Steps to install IFlows.

- Download the proprietary packages delivered by Abusiness.
- Load them in your tenant.
- Configure the Iflow for your ServiceNow system.
- Create security artifacts.
- Install certificates if not installed already into the fiesta.
- Click deploys, and your integration is ready to use.



2. Testing

1. Once deployed, you can call the APIs with a request message with Postman or contact Abusiness for any testing installation support at support@Abusinesstech.com.
2. You can use Postman or any third-party HTTP client to test the IFlows.



3. Complete list of test cases will be provided upon purchase, and ABT support will ensure a fully validated product is shipped to your environment.

Configurable Parameters

The receiver is **ServiceNow_APIs**, that is present in the Artifact. The Adapter type is HTTP. In the connection section, we can find the address of our artifact. Various adapters have been used in the entire integration flow. The mainly used adapters are Content Modifier, which allows us to modify a message by changing the content of the data containers involved in message processing.

For the Authentication in ServiceNow, we have a token, a device that employs an encrypted key. The encryption algorithm—the method of generating an encrypted password—is known to a network's authentication server.

All trusted devices (authentication tokens) contain data created by the server used to prove the identity of a particular user. The purpose of a ticket is to generate a One-Time Password (OTP) which the server will then validate.

But first, the user enrolls the token, which means they have registered the device with their account. Once this process is completed, the ticket becomes a “trusted device.”

Token-based authentication is successful if a user can prove to a server that they are legitimate, thanks to the security token. The service (i.e., the application, the network, etc.) validates the security token and processes the user's log-in request.

Products and features

ServiceNow products offer a service model based on that can help users identify the root cause of the issues they encounter, as well as helps them to correct the problems with self-service. The service model appears as tasks, activities, and processes from ServiceNow products, separated by cloud services. Altogether, they are overseen as part of a comprehensive managed workflow that supports features such as real-time communication, collaboration, and resource sharing. ServiceNow has service management software for the following industries:

- Healthcare
- Financial services
- Government
- Manufacturing
- Telecommunications
- Education

Reference

If you are interested in using this ServiceNow Integration package for creating, reading, and assigning tickets, please contact:

- Jaspreet Bagga (jbagga@abusinesstech.com) or
- Abusinesstech (support@abusinesstech.com)