

A) Create rule based Incident ticket using email in Service Now:

In this Scenario, Create Incident ticket based on rule configured in Service Now. Here, we will create incident tickets only if subject line start with "INC" tag.

Once Incident created we want to notify details of incident tickets to the requestor/Caller of the ticket.

To achieve this we need to do below configurations in Service Now.

1) Setup Inbound and Outbound email accounts in service now:-

-Inbound email Account:

Login to service now instance, use the Application Navigator in the main ServiceNow browser window to open system mailbox-> Open Email accounts. Create email account record for inbound email by providing all required information. Refer to below screenshot.

The screenshot shows the configuration form for an Inbound Email Account. The form includes the following fields and options:

- Name: [Redacted]
- Type: POP3
- * Authentication: Password
- * Server: [Redacted]
- Active:
- ServiceNow Configured:
- * User name: [Redacted]
- * Password: [Redacted]
- Enable SSL:
- Enable TLS:
- Port: 110

Below the form, there is an "Update" button and a "Related Links" section containing a link for "Test Connection".

Click on Test connection to validate credentials.

-Outbound email Account:

Similar to inbound account setting, Go to Email Accounts. Create email account record for outbound email by providing all required information. Refer to below screenshot.

The screenshot shows the configuration form for an Outbound Email Account. The form includes the following fields and options:

- Name: [Redacted]
- Type: SMTP
- Authentication: [Redacted]
- * Server: [Redacted]
- Active:
- ServiceNow Configured:
- Email user label: [Redacted]
- User name: [Redacted]
- From: [Redacted]
- Enable SSL:
- Enable TLS:
- Port: 25

Below the form, there is an "Update" button and a "Related Links" section containing a link for "Test Connection".

Click on Test connection to validate credentials.

2) Create Inbound Action:

To create inbound action, use the Application Navigator in the main ServiceNow browser window to open system Policy-> open Inbound Email Actions and click on New Inbound email action.

Provide all required information as shown in below screenshot.

The screenshot displays the configuration interface for an Inbound Email Action in ServiceNow. At the top, the breadcrumb navigation shows 'Inbound Email Actions' and 'Create Incident using email'. The main configuration area includes the following fields:

- Name:** Create Incident using email
- Target table:** Incident [incident]
- Action type:** Record Action
- Application:** Global
- Active:**
- Stop processing:**

The 'When to run' section is divided into three tabs: 'When to run', 'Actions', and 'Description'. The 'When to run' tab contains several filter conditions:

- Type:** New
- Required roles:** (empty)
- Execution Order:** 100
- From:** (empty)

The 'Conditions' section is titled 'All of the following conditions must be true, to trigger this inbound action.' and includes:

- Conditions:** Add Filter Condition, Add "OR" Clause
- Filter:** Subject starts with INC
- Condition:** (empty)

At the bottom of the form, there are 'Update' and 'Delete' buttons.

Select "New" in type to create new incident.

In conditions add filter on subject by selecting "Subject" and give condition as "starts with INC".

Select action tab and provide field mapping, map email contents to service now fields. Like email body mapped to description field, email subject mapped to short description field.

Caller mapped based on from address and verified from User records. Similarly you can map other fields also.

Refer to below screenshot.



Script

```
1 (function runAction(/*GlideRecord*/ current, /*GlideRecord*/ event, /*EmailWrapper*/  
2 email, /*ScopedEmailLogger*/ logger, /*EmailClassifier*/ classifier) {  
3  
4     current.caller_id = gs.getUserID();  
5     current.comments = "received from: " + email.origemail + "\n\n" + email.body_text;  
6     current.short_description = email.subject;  
7     current.description = email.body;  
8  
9     current.category = "Hardware";  
10    current.subcategory="Disk";  
11    current.incident_state = IncidentState.NEW;  
12    current.notify = 2;  
13    current.contact_type = "email";  
14  
15    if (email.body.assign != undefined)  
16        current.assigned_to = email.body.assign;  
17  
18    if (email.importance != undefined) {  
19        if (email.importance.toLowerCase() == "high")  
20            current.priority = 1;  
21    }  
22    if (email.body.priority != undefined)  
23        current.priority = email.body.priority;  
24  
25    current.insert();  
26 })(current, event, email, logger, classifier);
```

3)Configure Notification:

Once incident ticket raised we want to inform Requestor/Caller details about the incident ticket. To configure new notification use the Application Navigator in the main ServiceNow browser window to open Notifications. You can create your own new notification rule or modify existing one. Here we will modify existing rule . Open “Incident opened for me” and modify body as per your requirement.

Refer to below screenshot.

The screenshot shows the configuration interface for a notification rule in ServiceNow. The 'What it will contain' tab is active. A blue banner at the top states: "If using an Email Template then Subject and Message will be used from the template unless overridden with a Subject and Message on this form." Below this, the 'Email template' is set to 'Unsubscribe and Preferences Helvetica'. The 'Subject' field contains the text 'Incident \${number} has been opened on your behalf'. The 'Message HTML' field is in edit mode, showing a rich text editor with a toolbar and a 'Select variables' panel on the right. The message body contains three lines of script variables: `${mail_script:incident_body_header}`, `${mail_script:incident_has_been_opened}`, and `${mail_script:incident_take_me_to_the_incident}`. At the bottom of the form, there are three buttons: 'Update', 'Preview Notification', and 'Delete'.

In this notification rule we have modified “what it will contain” section and other setting kept as it is. Send email to inbound email account whose subject line start with “INC” tag. Make sure that , from address is tagged to one of the user account. Once email sent, its takes few minutes by email engine to parse the email and create it. To verify that you can check email status under “received” section for Inbound. Once it done it will shows status of that email as “Processed”. It means that Incident created successfully and system will notify details about incident to caller of the ticket based on our notifications.