

Service Now-Cherwell Integration

Statement: Once Incident ticket is created in service now, generate corresponding incident ticket in Cherwell and once service now ticket is closed then related incident ticket in Cherwell need to be closed.

Solution: Here, first off all we will add fields on service now incident form to capture Cherwell incident ticket information. So we will add fields (“Cherwell incident id” and “Cherwell incident rec id”) on service now incident form.

To achieve this integration we will need to do two calls, first to generate access key for Cherwell and second to perform operation in Cherwell tool like creating new ticket or updating existing ticket for both operation we need access key to perform it at Cherwell end.

To achieve this integration end to end, we will write three Rest Messages in service now. First is for generating access key for Cherwell. Second one is for creating incident ticket in Cherwell and third one is for updating incident ticket in Cherwell (Closing ticket).

A) Rest Messages:

- 1) For Access Key:

Refer to below screenshot to generate access key for Cherwell using Rest Message.

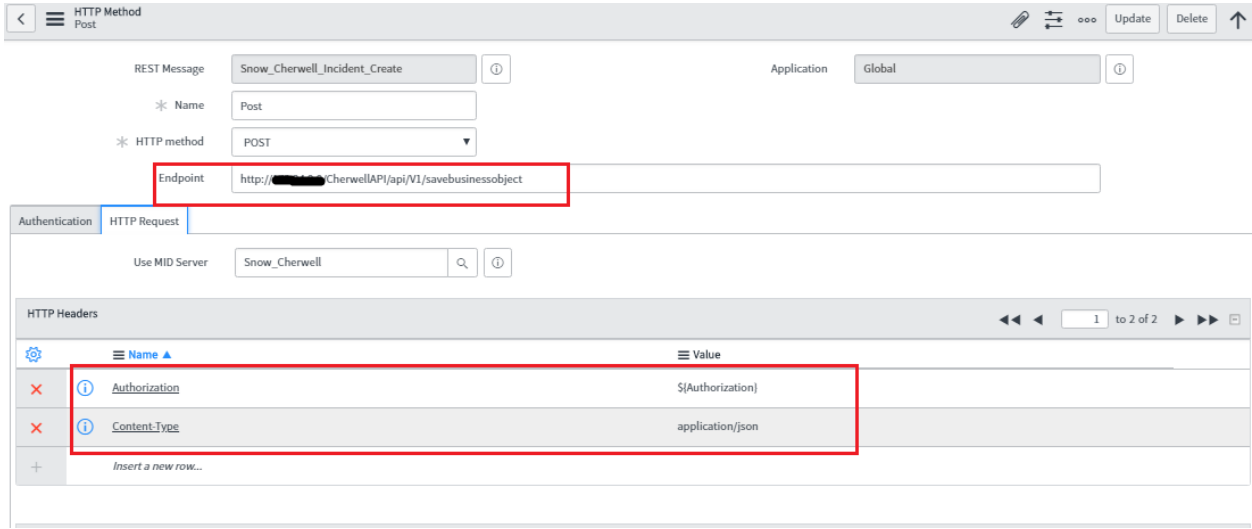
The screenshot shows the configuration of a REST Message in ServiceNow. The message is named "SNowCherwellSession" and is set to use the POST method. The endpoint is "http://[redacted]CherwellAPI/token?api_key=[redacted]". The application is set to "Global".

The "HTTP Request" tab is active, showing the following configuration:

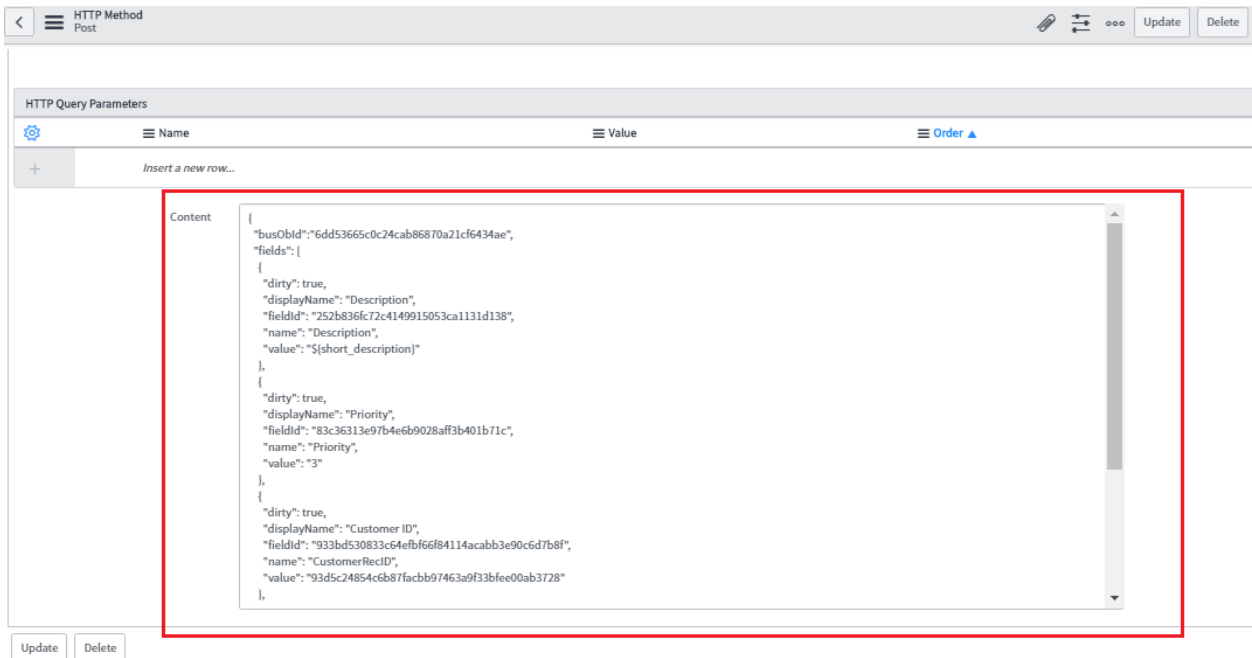
- Use MID Server: Snow_Cherwell
- HTTP Headers: Content-Type: application/x-www-form-urlencoded
- HTTP Query Parameters: Content: grant_type=password&client_id=[redacted]&Username=CSDAdmin&Password=CSDAdmin

2) For Creating Incident in Cherwell:

a) Refer below screenshot to create Incident in Cherwell using Rest Message

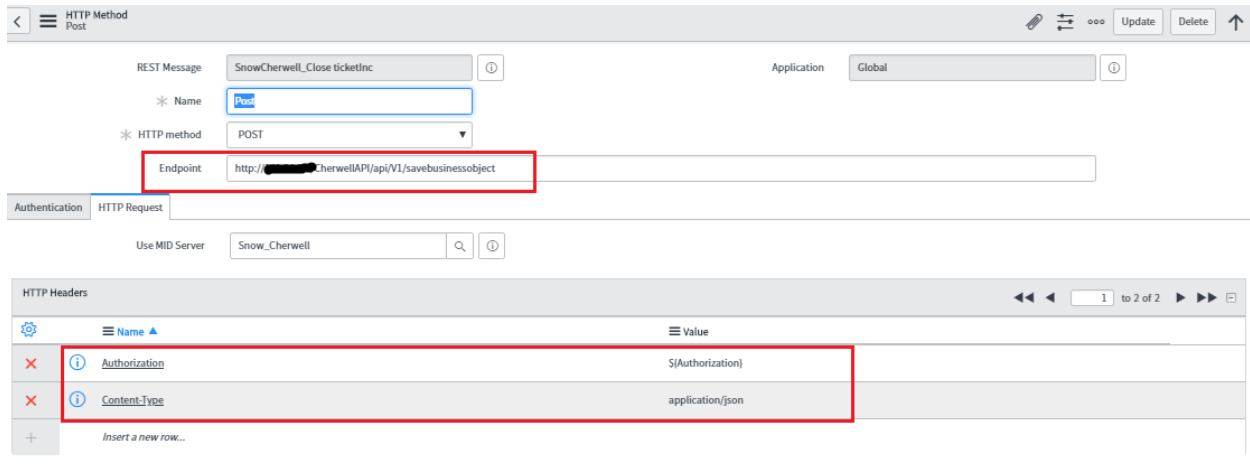


b) Below screenshot shows how to pass JSON input to create incident in Cherwell. We need to pass this JSON in Create Incident Rest Message under Content section.

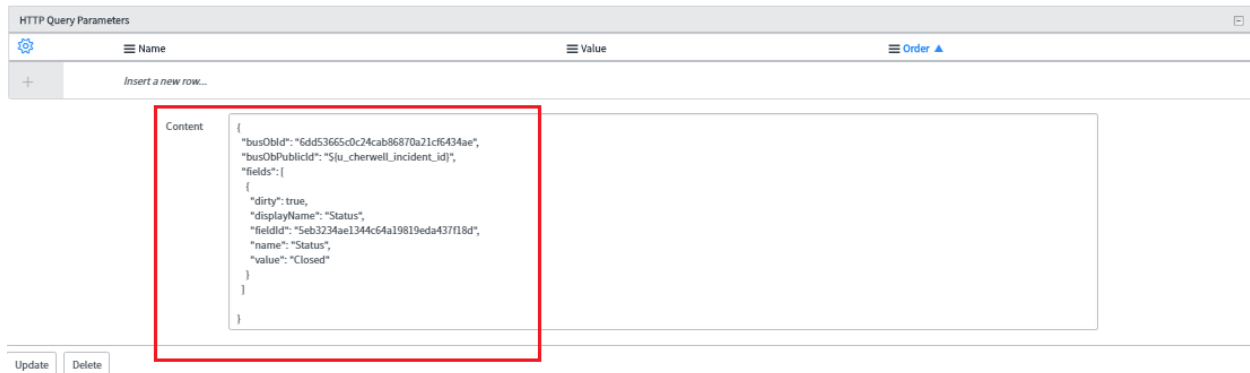


3) For Closing Incident in Cherwell:

a) Refer below screenshot to close Incident in Cherwell using Rest Message



b) Below screenshot shows how to pass JSON input to close incident in Cherwell. we need to pass this JSON in close Incident Rest Message under Content section.



B) Business rule:

Here, we need to write business rule to trigger above Rest Messages on specific action performed in service now.

-To create Incident ticket in Cherwell, we will write Business rule on Incident form and on insert action with "async" option and in advance section we will write script which triggers Rest Messages by passing run time parameters to it.

In this business rule we will generate session key for Cherwell as a first part and second part we will create actual incident ticket by using session key and passing runtime parameters as input.

Rest Message will provide response in JSON format then we need to parse that JSON output to retrieve specific field value, for this we will use JSONParser();

-To update/Close incident we will write one more business rule on incident form and on update action with "after" option and in advance section we will write script which triggers Rest Messages by passing run time parameters to it.

Similarly we will use same concept and logic to parse JSON output using JSONParser(); this business rule also contains generating session key part as first call and second call for close incident ticket by passing incident ID which was stored on Service Now incident form.

-Prerequisites:

1)Mid server should be in place to communicate between Service Now server(Cloud)and Cherwell server(If its local) or Service Now and Cherwell Servers need to handshakes with each other to perform actions(using VPN tunnel or any other way)

2)You need to know exact JSON format for Cherwell API's if not then you should involve Cherwell Admin to get these details.