

ServiceNow Integration Setup



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Overview of the integration

The integration is designed to minimize the time required to setup and use an integration with ServiceNow. The integration is:

- Quick to setup
- Easy to maintain
- Uses a user friendly interface to setup and maintain the mapping between both systems
- Built on a scalable micro service architecture to ensure thousands of tickets can be processed

ServiceNow Setup

The setup creates an application registry and a workflow rule that is triggered to generate a Field Nation work order based on a run condition. This setup allow you to quickly update the rule to run based on your business conditions.

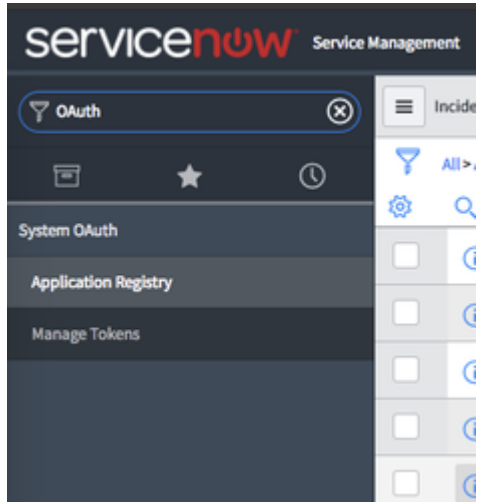
Reference

1) Login to ServiceNow

Your account access rights should be a system administrator

2) Setup OAuth Token

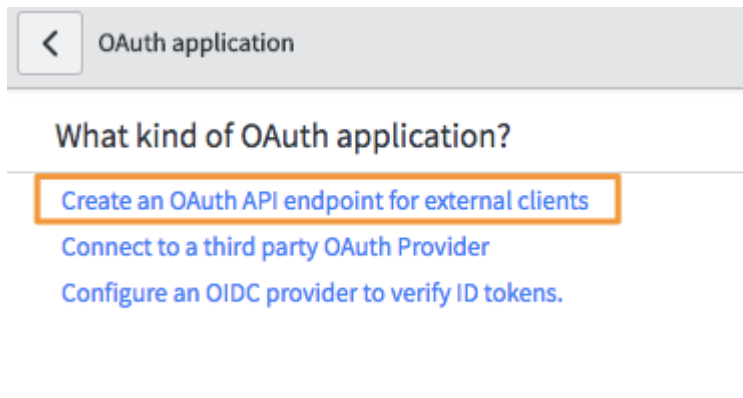
2.1) Search for **OAuth** on the left menu



2.2) Select the "Application registry" on the left hand side menu

2.3) Hit the "New" button to create a new application registry

2.4) Select the option to "Create an OAuth API Endpoint for external clients"

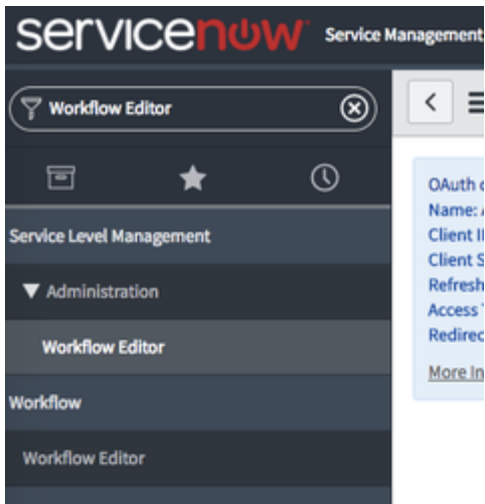


2.5) Give the **Application Registry** a name, set the Refresh Token Lifespan to **0**, and click Submit

A screenshot of the OAuth application configuration form. The form has several fields: 'Name' (Field Nation API, highlighted with an orange box), 'Client ID' (6c4ac0fbd2713001291325405dcbe3c), 'Client Secret' (masked with asterisks), 'Redirect URL', 'Logo URL', and 'Comments' (Integration set up for Field Nation). On the right side, there are fields for 'Application' (Global), 'Accessible from' (All application scopes), 'Active' (checked), 'Refresh Token Lifespan' (0, highlighted with an orange box), and 'Access Token Lifespan' (1,800).

3) Setup Workflow rule

3.1) Create a **Workflow Rule** by searching for and selecting Workflow Editor



Workflow Version [New Workflow view*]

A workflow automates and visualizes a multi-step process as a sequence of activities. Give your new workflow a unique **Name** and select the **Table** on which it runs. [More Info](#)

* Name	<input type="text" value="Field Nation - Kyle Test 1"/>
* Table	<input type="text" value="Incident [incident]"/>
Description	<input type="text" value="Workflow to create Field Nation work orders from the Incident table"/>

3.5) Add the **condition** in which the workflow rule should fire and click **Submit**. In this case, our user defined field 'Send to FN' must be set to true

Conditions

Specify at least one Condition to trigger the workflow. Select one of the following options to determine what happens when a record inserted on the selected table matches the condition:

- Run the workflow: Workflow(s) start in succession according to the Order column each time an inserted record matches the condition.
- Run if no other workflows matched yet: The workflow starts when a record matches the condition, only if no other workflows are running on the record.
- None: The workflow does not start unless it is triggered by a subflow or script.

If condition matches	<input type="text" value="Run the workflow"/>
Condition	<input type="button" value="Add Filter Condition"/> <input clause"="" or"="" type="button" value="Add "/>
	<input type="text" value="Send to FN"/> <input type="text" value="is"/> <input type="text" value="true"/>

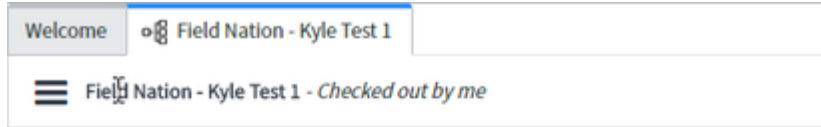
3.2) Create a **New Workflow Rule**

3.3) Enter a **name** for the rule

3.4) Pick the **Table** (Your SN Table) that needs to supply data to Field Nation to create the work order

4) Setup script

4.1) Set up the **basic script** flow



4.2) On the **right-hand navigation** switch to the Core tab and open the Utilities folder

4.3) Click and drag the **Run Script** to the page

4.4) Give the script a name

4.5) Copy and paste the code snipped below into the Script section, update "[company_id]" with your Field Nation company ID, and Click Submit

```
try {
  var restMessage = new sn_ws.RESTMessageV2();
  restMessage.setHttpMethod("post");
  var fnUrl = "https://micro.fieldnation.com/v1/servicenow-integration/notification";
  var params = "?company=[company_id]&object=incident&event=wo_create_external&id=" + current.sys_id;
  var endPoint = fnUrl+params;
  restMessage.setEndpoint(endPoint);
  restMessage.setRequestBody("{\"id\" : \"" + current.sys_id + "\"}");
  var response = restMessage.execute();
} catch (e) {}
```

Activity Properties: Run Script ?

Workflow Activity - Create Work Order [Diagrammer view]

Name: Create Work Order

Script

The Run Script activity runs the specified script in the scope of the workflow version. [More Info](#)

```

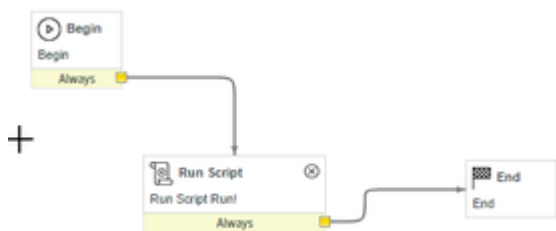
try {
  var restMessage = new sn_ws.RESTMessageV2();
  restMessage.setHttpMethod("post");
  var url = "https://micro.fieldnation.com/v1/service-now-integration/notification";
  var params = {company:34929,object=incidentevent-wo_create_externalid= + current.sys_id};
  var endPoint = url+params;
  restMessage.setEndpoint(endPoint);
  restMessage.setRequestBody("{\"id\": \"\" + current.sys_id + \"\"}");
  var response = restMessage.execute();
} catch (e) {}

```

Related Links

[Conditions](#)

4.6) **Connect** the Begin Step to the Run Script Step and the Run Script Step to the End Step



4.7) Lastly, **validate and publish** your workflow

Workflows Core

Filter core activities

Core Activities

Approvals

Field Nation Setup

The setup in Field Nation uses Field Nation's micro service user interface to allow buyers to quickly create and update their fields mapping. Field Nation handles sending all of the data back to the ServiceNow table.

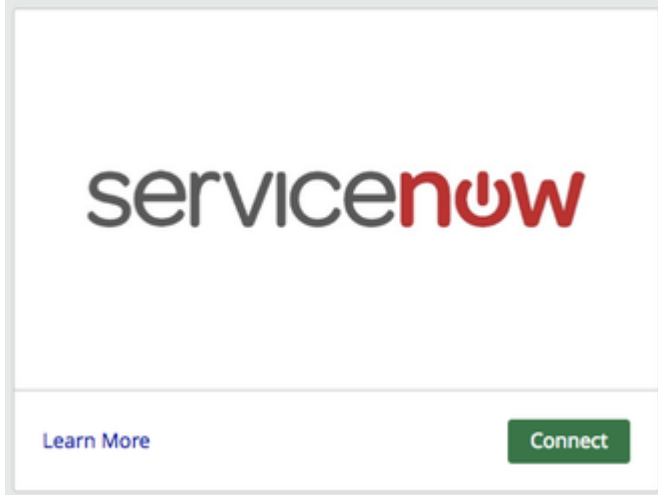
Reference

1) Navigate to Integrations

Login using your buyer admin account and navigate to <https://ui.fieldnation.com/integrations/>

2) Connect to ServiceNow

2.1) Click on the **Connect** button



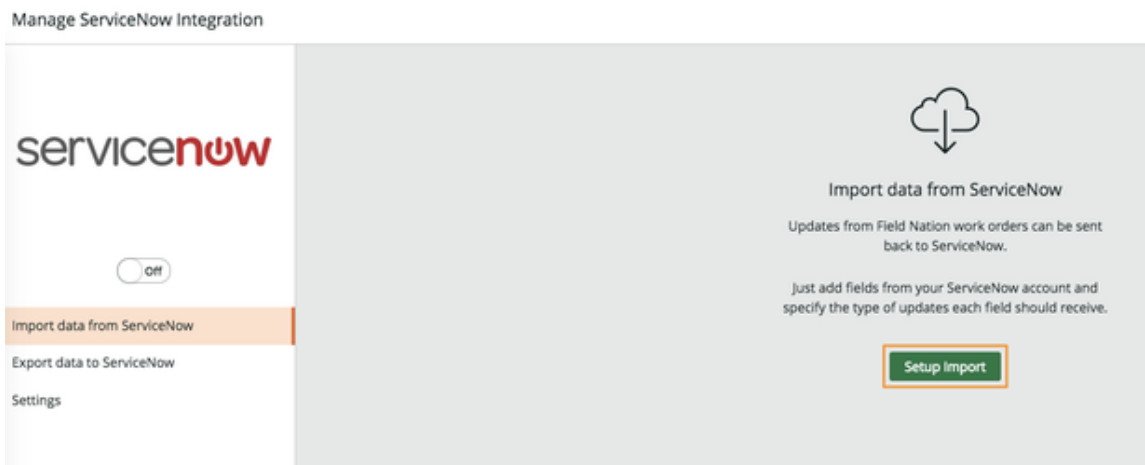
2.2) Enter the **credentials** and you would need **Username, Password, Client ID, Client Secret, Domain, and ServiceNow Object Name for the table.**

****Please note, if you're using PARENT CHILD TABLE references, put the CHILD TABLE in the ServiceNow Object Name field. Doing so ensures we can get all of the fields from the PARENT TABLE****

2.3) Click on **Log in to ServiceNow**

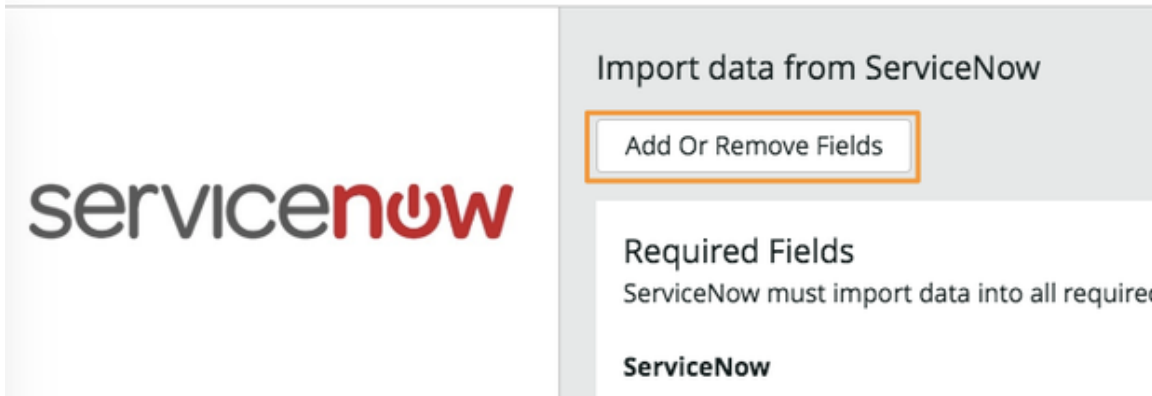
3) Mapping import Fields

3.1) Once you're ready you can start mapping your fields. Click **Import data** from ServiceNow and select **Setup Import**



3.2) Click the **Add Or Remove Fields** button

Manage ServiceNow Integration



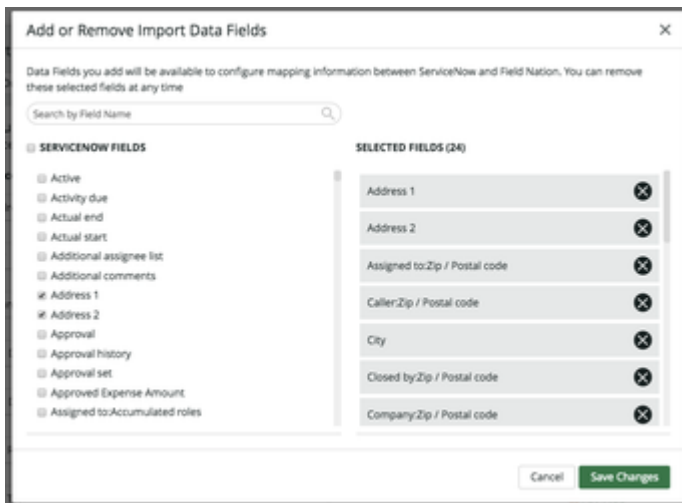
Import data from ServiceNow

Add Or Remove Fields

Required Fields
ServiceNow must import data into all required fields

ServiceNow

3.3) Pick the list of fields you want to map from the dialog, Note by default we use **Incident** table from the ServiceNow unless you have configured differently in your setup.



Add or Remove Import Data Fields

Data Fields you add will be available to configure mapping information between ServiceNow and Field Nation. You can remove these selected fields at any time.

Search by Field Name

SERVICENOW FIELDS

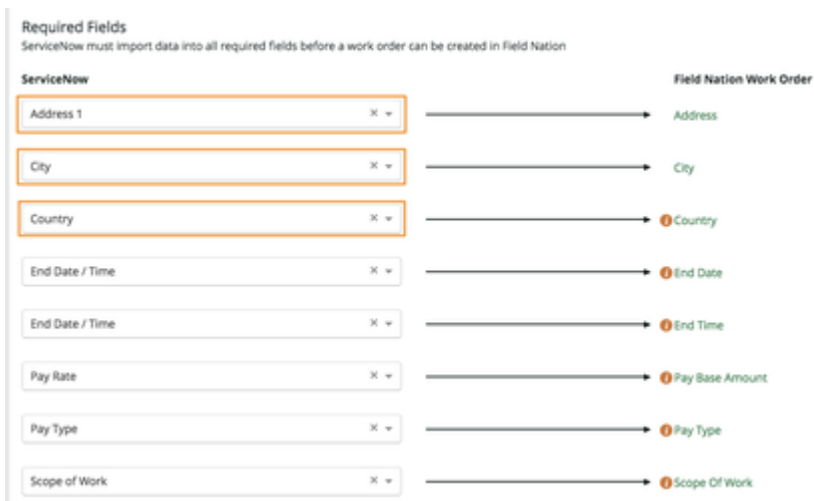
- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Address 1
- Address 2
- Approval
- Approval history
- Approval set
- Approved Expense Amount
- Assigned to/Accumulated roles

SELECTED FIELDS (24)

- Address 1
- Address 2
- Assigned to/Zip / Postal code
- Caller/Zip / Postal code
- City
- Closed by/Zip / Postal code
- Company/Zip / Postal code

Cancel Save Changes

3.4) Start mapping **ServiceNow fields to Field Nation fields**, Note all fields required to create a work order is required to be mapped.



Required Fields
ServiceNow must import data into all required fields before a work order can be created in Field Nation

ServiceNow

- Address 1
- City
- Country
- End Date / Time
- End Date / Time
- Pay Rate
- Pay Type
- Scope of Work

Field Nation Work Order

- Address
- City
- Country
- End Date
- End Time
- Pay Base Amount
- Pay Type
- Scope Of Work

3.5) **ALL OF THE REQUIRED FIELDS MUST BE MAPPED BEFORE THE SAVE CHANGES BUTTON IS VISIBLE.** Save your settings

Scope of Work	x	→	Scope Of Work
Start Date / Time	x	→	Start Date
Start Date / Time	x	→	Start Time
State	x	→	State
Short description	x	→	Title
Type of Work	x	→	Type of Work
Short description	x	→	Work Order Manager
Zip Code	x	→	Zip/Postal Code

4) Setup Export mappings


4.1) Click on "Export data to ServiceNow"

4.2) Map the fields from **Field Nation to ServiceNow**, Note this will be pushed on various status of the work order.

5) Enable the integration

5.1) Once you have finalized the mapping you can toggle the integration to On.

Manage ServiceNow Integration



On

Import data from ServiceNow

Export data to ServiceNow

Settings

Select a Field...	←
Select a Field...	←
Provider FN ID	←
Select a Field...	←
Provider Name	←
Select a Field...	←
Select a Field...	←