

servicenow



MASERGY SERVICENOW INTEGRATION



Customer Background

The client is privately owned and is a parent company of famous retail brands. They have been in the business for 30 years and have more than 3000 employees on board.

The client sells residential furniture manufactured by more than 30 manufacturers from 125 locations around the East Coast, Midwest, and the South-eastern United States.

Operating in about 18 U.S. states, the client company offers living, dining, and bedroom furniture, various home furnishings, and outdoor patio pieces.

The client offers other furniture options to customers, and offers home furnishings.

Challenges

As an IT resolver or any end-user who is going to create records on the third-party application in our case, it is the Masergy Tool and the ServiceNow Tools that can transfer the data from source to destination using Bi-Directional Integration.

Approach

As an IT resolver or any end-user who is going to create records on the third-party application in our case, it is the Masergy Tool and the ServiceNow Tools that can transfer the data from source to destination using Bi-Directional Integration.

- ✓ If a user is creating an incident record or updating the record the result will get reflected on the web application (Masergy Tool).
- ✓ In a similar case, the incident records created on the Masergy Tool by the end-user who has access to create or update it will also get reflected in the ServiceNow Tool and the records will be visible to us on the incident table e.g., pulling the incidents from the Masergy Tool.
- ✓ When the comments are created or updated, they will get reflected in the Masergy tool using the Masergy Unique Key.

Correlation ID contains Masergy's Unique Key.

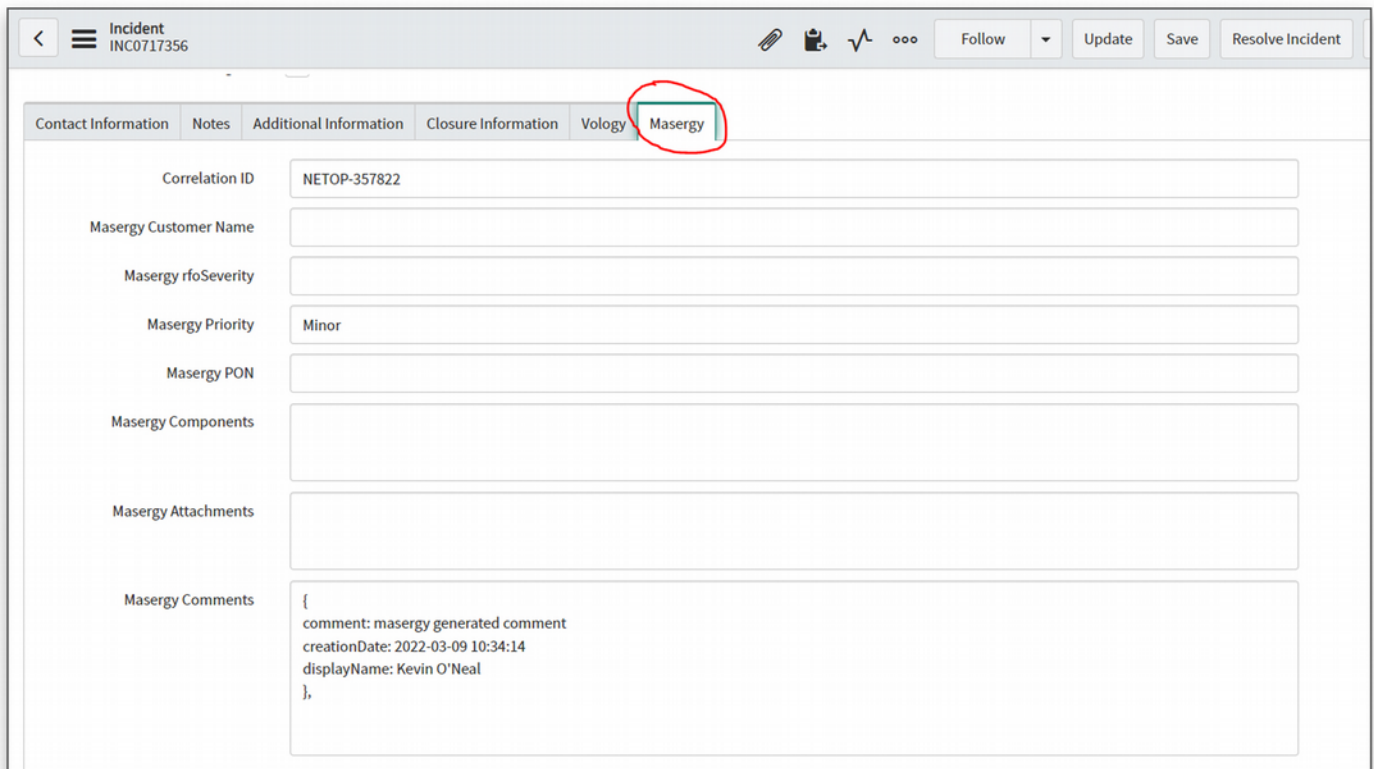
Contact Information	Notes	Additional Information	Closure Information	Vology	Masergy
Correlation ID <input type="text"/>					
Masergy Customer Name <input type="text"/>					
Masergy rfoSeverity <input type="text"/>					
Masergy Priority <input type="text"/>					
Masergy PON <input type="text"/>					
Masergy Components <input type="text"/>					
Masergy Attachments <input type="text"/>					
Masergy Comments <input type="text"/>					

- ✓ On the Incident Form in ServiceNow Tool whenever the value of the Major System on the incident table is set to "UCaaS" or "Network", the Masergy form section on the related section will be visible to the users otherwise if the value is different than "UCaaS" or "Network" the Masergy form section will not be visible on the incident record.

Major System selection on the Incident form.

Incident INC0717356		Follow		Update	Save	Resolve Incident	Delete
Number	INC0717356	Status	Assigned (Group)				
Caller	Masergy Integration User	* Major System	Network				
* Location		Category	Managed Service Request				

Form Section called "Masergy" will be visible once Major System is Network or UCaaS.



Incident
INC0717356

Follow Update Save Resolve Incident

Contact Information Notes Additional Information Closure Information Vology **Masergy**

Correlation ID NETOP-357822

Masergy Customer Name

Masergy rfoSeverity

Masergy Priority Minor

Masergy PON

Masergy Components

Masergy Attachments

Masergy Comments

```
{
  comment: masergy generated comment
  creationDate: 2022-03-09 10:34:14
  displayName: Kevin O'Neal
},
```

✓ The Incident form will pull the attachment files from Masergy Tool.

Solution

- ✓ The records will get created or updated by using the System Web Services > Outbound > Rest Message module.
- ✓ In total there are five rest methods created in the module (REST Message).
- ✓ The above five rest methods were used in the Scheduled Jobs for GET Method and Business Rules used for the POST and PUT HTTP methods to create and update data respectively.
- ✓ The following will give us details about the APIs created for the integration, they are as follows: -

*** APIs created using Scheduled Jobs: -**

1) Create Tickets from Masergy: - In this API, the records created on the Masergy tool will get pulled or reflected on the ServiceNow Instance using the GET method created in the REST Message Module created by the name "Masergy_GET_Bulk".

Create Tickets from Masergy Form

The screenshot shows the 'Create Tickets from Masergy' form in the ServiceNow interface. The left sidebar contains navigation links for 'scheduled jobs', 'Favorites', 'System Definition - Scheduled J...', 'System Definition', 'Scheduled Jobs', 'System Scheduler', and 'Scheduled Jobs'. The main form area has a title bar with 'Scheduled Script Execution' and 'Create Tickets from Masergy'. Below the title bar, there are fields for 'Name' (Create Tickets from Masergy), 'Active' (checked), 'Application' (Global), and 'Conditional' (unchecked). A blue informational box states: 'For scheduled job types that require an entered time, you have the option to enter an associated time zone. If no time zone is selected, the job will run at the entered time in time zone of the user who entered the time. If 'Use System Time Zone' is selected, the entered time will run in the time zone of the instance running the job.' Below this, there are fields for 'Run' (Periodically), 'Repeat Interval' (Days: 0, Hours: 00, 10, 00), and 'Starting' (2022-03-06 01:38:06). The top right of the form has buttons for 'Update', 'Execute Now', and 'Delete'.

2) **Update Tickets from Masergy:** - In this API, the records updated on the Masergy tool will get modified or updated on the ServiceNow Instance using the GET method created in the REST Message Module created by the name "Masergy_GET_Key".

Update Tickets from Masergy Form

The screenshot shows the 'Update Tickets from Masergy' form in the ServiceNow interface. The left sidebar contains navigation links for 'scheduled jobs', 'Favorites', 'System Definition - Scheduled J...', 'System Definition', 'Scheduled Jobs', 'System Scheduler', and 'Scheduled Jobs'. The main form area has a title bar with 'Scheduled Script Execution' and 'Update Tickets from Masergy'. Below the title bar, there are fields for 'Name' (Update Tickets from Masergy), 'Active' (checked), 'Application' (Global), and 'Conditional' (unchecked). A blue informational box states: 'For scheduled job types that require an entered time, you have the option to enter an associated time zone. If no time zone is selected, the job will run at the entered time in time zone of the user who entered the time. If 'Use System Time Zone' is selected, the entered time will run in the time zone of the instance running the job.' Below this, there are fields for 'Run' (Periodically), 'Repeat Interval' (Days: 0, Hours: 00, 10, 00), and 'Starting' (2022-02-28 07:11:22). The top right of the form has buttons for 'Update', 'Execute Now', and 'Delete'.

3) **Get Attachments from Masergy:** - In this API, the files created on the Masergy Tool will get inserted in the attachments on the ServiceNow Instance using the GET method.

GET Attachments from Masergy Form

The screenshot shows the 'Get Attachments from Masergy' form in the ServiceNow interface. The left sidebar contains navigation links for 'scheduled jobs', 'Favorites', 'System Definition - Scheduled J...', 'System Definition', 'Scheduled Jobs', 'System Scheduler', and 'Scheduled Jobs'. The main form area has a title bar with 'Scheduled Script Execution' and 'Get Attachments From Masergy'. Below the title bar, there are fields for 'Name' (Get Attachments From Masergy), 'Active' (checked), 'Application' (Global), and 'Conditional' (unchecked). A blue informational box states: 'For scheduled job types that require an entered time, you have the option to enter an associated time zone. If no time zone is selected, the job will run at the entered time in time zone of the user who entered the time. If 'Use System Time Zone' is selected, the entered time will run in the time zone of the instance running the job.' Below this, there are fields for 'Run' (Periodically), 'Repeat Interval' (Days: 0, Hours: 00, 10, 00), and 'Starting' (2022-02-28 07:11:22). The top right of the form has buttons for 'Update', 'Execute Now', and 'Delete'.

Note: - The Scheduled Jobs created will run after every 10 minutes.

*** APIs created using Business Rules: -**

1) Create Tickets at Masergy: - In this API the records created on the ServiceNow Instance will get pulled or reflected on the Masergy Tool using the POST method created in the REST Message Module created by the name "Masergy_POST".

Create Tickets at Masergy Form

The screenshot shows the 'Create Tickets at Masergy' Business Rule form in ServiceNow. The form is titled 'Business Rule Create Tickets at Masergy'. The 'Name' field is 'Create Tickets at Masergy', and the 'Table' is 'Incident [incident]'. The 'Application' is 'Global'. The 'Active' checkbox is checked, and the 'Advanced' checkbox is also checked. The 'Web Services' checkbox is unchecked. The 'When to run' tab is selected, showing 'When' as 'after' and 'Order' as '100'. The 'Filter Conditions' section shows three conditions: 'Major System' is 'UCaaS', 'Major System' is 'Network', and 'Created by' is 'Masergy_Integration_User'. The 'Actions' tab is also visible, showing 'Insert' checked, 'Update' unchecked, 'Delete' unchecked, and 'Query' unchecked.

2) Update Tickets at Masergy: - In this API the records updated on the ServiceNow Instance will get modified or updated on the Masergy Tool using the PUT method created in the REST Message Module created by the name "Masergy_PUT".

Update tickets at Masergy Form

The screenshot shows the 'Update Tickets at Masergy' Business Rule form in ServiceNow. The form is titled 'Business Rule Update Tickets at Masergy'. The 'Name' field is 'Update Tickets at Masergy', and the 'Table' is 'Incident [incident]'. The 'Application' is 'Global'. The 'Active' checkbox is checked, and the 'Advanced' checkbox is also checked. The 'Web Services' checkbox is unchecked. The 'When to run' tab is selected, showing 'When' as 'after' and 'Order' as '100'. The 'Filter Conditions' section shows three conditions: 'Major System' is 'UCaaS', 'Major System' is 'Network', and 'Created by' is 'Masergy_Integration_User'. The 'Actions' tab is also visible, showing 'Insert' unchecked, 'Update' checked, 'Delete' unchecked, and 'Query' unchecked.

3) Send Comments at Masergy: - In this API the comments created on the ServiceNow Instance will get created on the Masergy Tool using the POST Method.

Send Comments at Masergy Form

The screenshot shows the configuration for a business rule named "Send Comments at Masergy". The "Name" field is "Send Comments at Masergy" and the "Table" is "Incident [incident]". The "Application" is set to "Global". The "Active" checkbox is checked, and the "Advanced" checkbox is also checked. The "Web Services" checkbox is unchecked. The "When to run" tab is selected, showing the rule should run "after" the event with an "Order" of 100. The "Filter Conditions" section shows a list of conditions: "Major System" is "UCaaS", "Major System" is "Network", and "Work notes (Not customer visible)" changes. The "Actions" tab is also visible, showing the rule should run on "Update".

4) Avoid Duplicate Attachments: - In this API the duplicate attachments file created by the end-user on the Masergy Tool will not get inserted in the Incident Form to avoid redundancy.

Avoid Duplicates Attachments Form

The screenshot shows the configuration for a business rule named "Avoid Duplicate Attachments". The "Name" field is "Avoid Duplicate Attachments" and the "Table" is "Attachment [sys_attachment]". The "Application" is set to "Global". The "Active" checkbox is checked, and the "Advanced" checkbox is also checked. The "Web Services" checkbox is unchecked. The "When to run" tab is selected, showing the rule should run "before" the event with an "Order" of 100. The "Filter Conditions" section shows a list of conditions: "Created by" is "Masergy_Integration_User" and "Table name" is "incident". The "Actions" tab is also visible, showing the rule should run on "Insert".

✓ Using System Import Sets a Data Source is created with the name "Load Bundle ID into Location Table" so that with the help of a transform map the record fields "u_name" will get mapped to the Target Table "cmn_location (Location)" from the Source Table.




DATA SOURCE NAMED AS "Load Bundle ID into Location Table"

<

≡

Data Source


Load Bundle ID into Location Table



Update

Delete

↑

Manage Attachments (1):  SNow ASI Locations.xlsx [rename] [view]

* Name

Load Bundle ID into Location Table

Application

Global

①

Import set table label

Load Bundle ID into Location Table

File retrieval method

Attachment

▼

* Import set table name

u_load_bundle_id_into_location_table

Type

File

▼

Format

Excel (.xlsx/.xls)

▼

Zipped

☐

Sheet number

1

Header row

1

Use Batch Import

☐

Update

Delete

Related Links

[Test Load 20 Records](#)

[Load All Records](#)

[Run Point Scan](#)




TRANSFORM MAP NAMED AS "Load Bundle ID into Location Table"

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≡

Table Transform Map

Load Bundle ID into Location Table



Update

Copy

Delete


↑

* Name

Load Bundle ID into Location Table

Created

2022-03-01 02:33:23



* Source table

Load Bundle ID into Location Tabl...

▼

* Target table

Location [cmn_location]

▼

Active

☒

Order

100

Run business rules

☒

Run script

☐

Enforce mandatory fields

No

▼

Copy empty fields

☐

Create new record on empty coalesce fields

☐

Update

Copy

Delete

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

[Transform](#)

FIELD MAPPING DONE.

Field Maps (2) Transform Scripts

≡

Field Maps

New



1 to 2 of 2

▶▶▶

⌵



≡

Source field

≡

Target field

≡

Coalesce

☐



u_name

name

true

☐



u_bundleid

u_bundle_id

false

☐

Actions on selected rows...

▼



1 to 2 of 2

▶▶▶

- ✓ A related section with the name "Masergy" is created on the incident form with specific fields associated with it.

Form Section called "Masergy" was created on the Incident form.

The screenshot shows the 'Incident' form with the 'Masergy' section highlighted by a red circle. The form includes tabs for Contact Information, Notes, Additional Information, Closure Information, Vology, and Masergy. The Masergy section contains the following fields:

- Correlation ID: NETOP-357822
- Masergy Customer Name: [Empty]
- Masergy rfoSeverity: [Empty]
- Masergy Priority: Minor
- Masergy PON: [Empty]
- Masergy Components: [Empty]
- Masergy Attachments: [Empty]
- Masergy Comments: { comment: masergy generated comment, creationDate: 2022-03-09 10:34:14, displayName: Kevin O'Neal, },

- ✓ Client Script is created which is applied to the related section "Masergy" which is known by the name "Masergy Section Visible" which will set the related section visible when the Display Value of the "Major System" field is "UCaaS" or "Network".

Masergy Section Visible

The screenshot shows the 'Client Script' configuration for the 'Masergy Section Visible' section. The configuration includes the following fields:

- Name: Masergy Section Visible
- Table: Incident [incident]
- UI Type: Desktop
- Type: onChange
- Field name: Major System
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: This client script is created so the specific user from masergy will be able to see the section.
- Messages: [Empty]

The script code is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     g_form.setSectionDisplay('masergy', false);
4   }
5   //alert(maser);
6   if ( g_form.getValue('u_major_system') == "195d144cdbcac510b0ac6165ca9619b4" ||
7     g_form.getValue('u_major_system') == "424dd40cdbcac510b0ac6165ca961908" ) {
8     g_form.setSectionDisplay('masergy', true);
9   }
10  } else {
11    g_form.setSectionDisplay('masergy', false);
12  }
13 }
```

- ✓ Client Script is created known by the name "Set User Contact Information" which will restrict the Masergy Users from changing the existing location on the form.

(CWT) Set user contact information client script form

Service Management - TEST

Masergy - Ar Global

client scri

Client Script
(CWT) Set user contact information

Name (CWT) Set user contact information

Application Global

Table Incident [incident]

UI Type Desktop

Type onChange

Field name Caller

Active ☒

Inherited ☐

Global ☒

Description

Messages

Contact Us

✉ info@aress.com