Integrate ServiceNow with Boomi

Integrate ServiceNow with Boomi

In this blog, let us see the steps of how to integrate Boomi with ServiceNow by creating an incident in service now.

What is ServiceNow?

ServiceNow is a cloud-based platform which works as a ticketing tool that processes and catalogues customer service requests. We can raise requests that deal with incidents, problems and other services.

Steps to establish connectivity with ServiceNow.

Step 1: Navigate to the ServiceNow portal using this URL
https://developer.servicenow.com/dev.do

Step 2: Once, we have landed on the ServiceNow portal, you will be directed to the page which looks as follows.
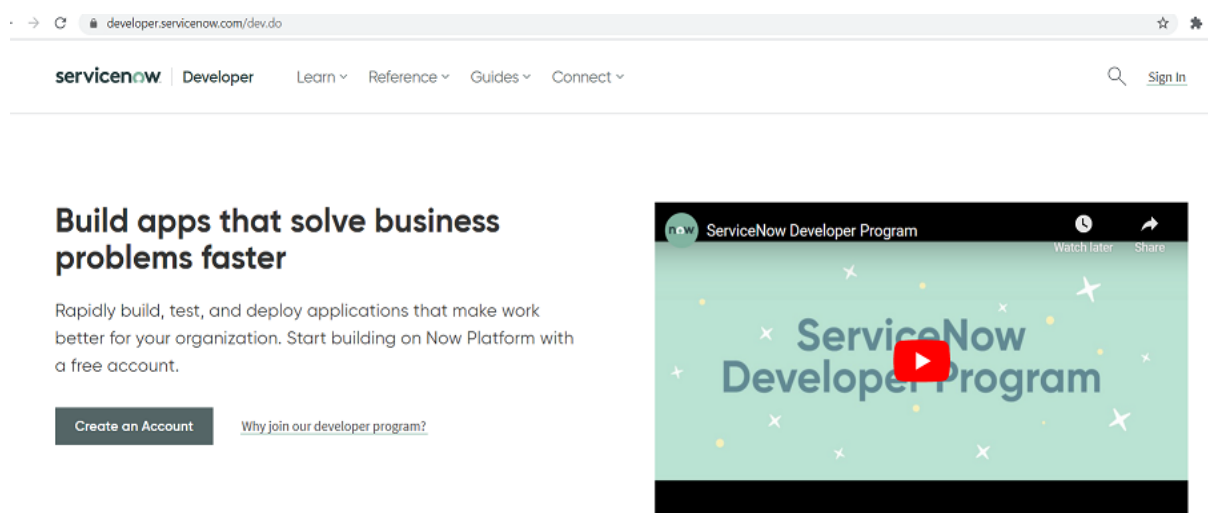
**Step 3:** Now, click on Create an Account and you will be asked to register with your details. You will then be directed to the developer page with the email ID and password which you have registered while creating an account.
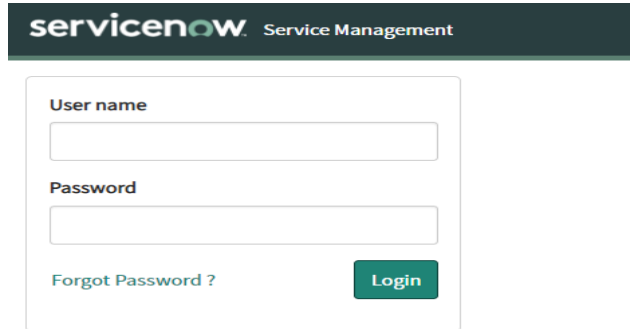

Step 4: Once signed in, you will be directed to the developer page where you see an **instance URL** automatically getting generated. This Instance URL is responsible for authenticating ServiceNow with Boomi.
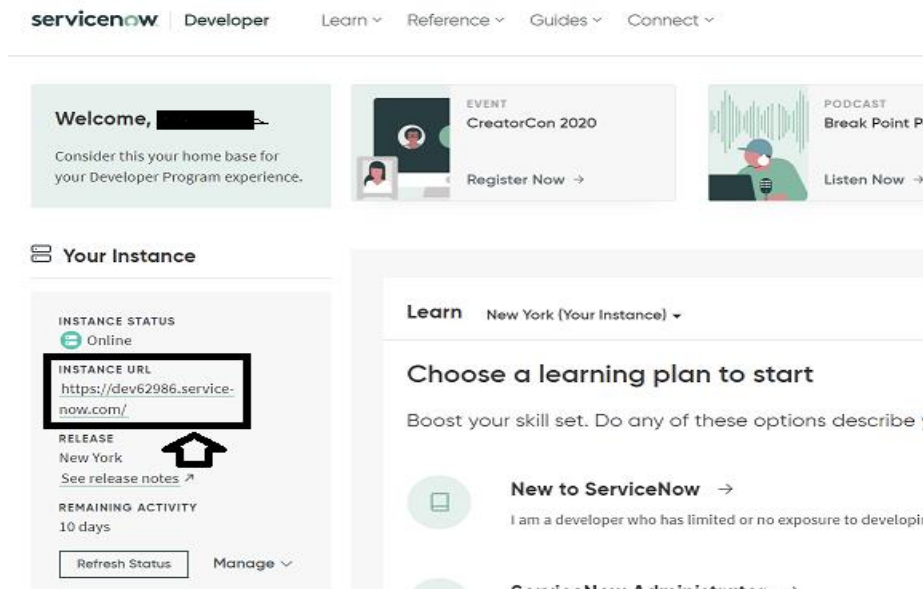
Step 5: Now, click on the instance URL and you will be required to authenticate with ServiceNow to access the ServiceNow Platform.

The username would be "**admin**" by default and the password needs to be set upon your choice. This username and password are required while configuring the ServiceNow connector with Boomi.
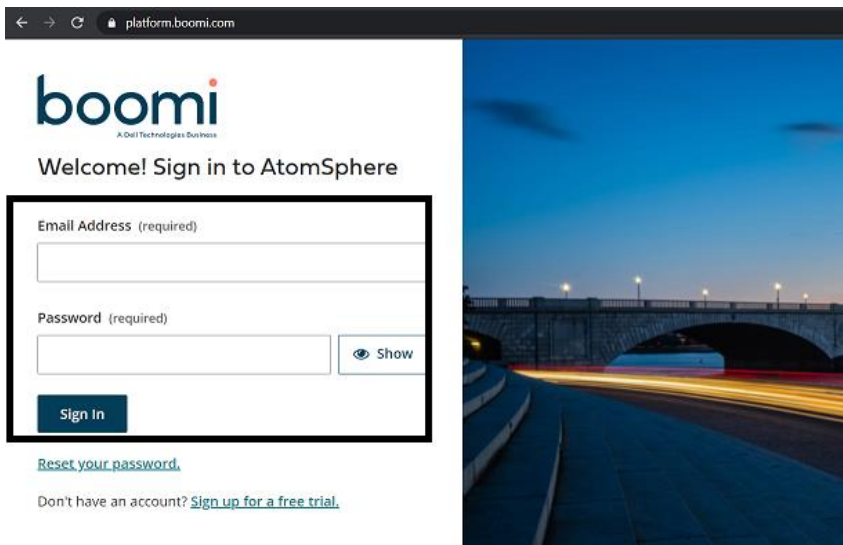

Step 6: Once you have logged in with your name and password, you will be able to establish a connection with ServiceNow and access the platform.
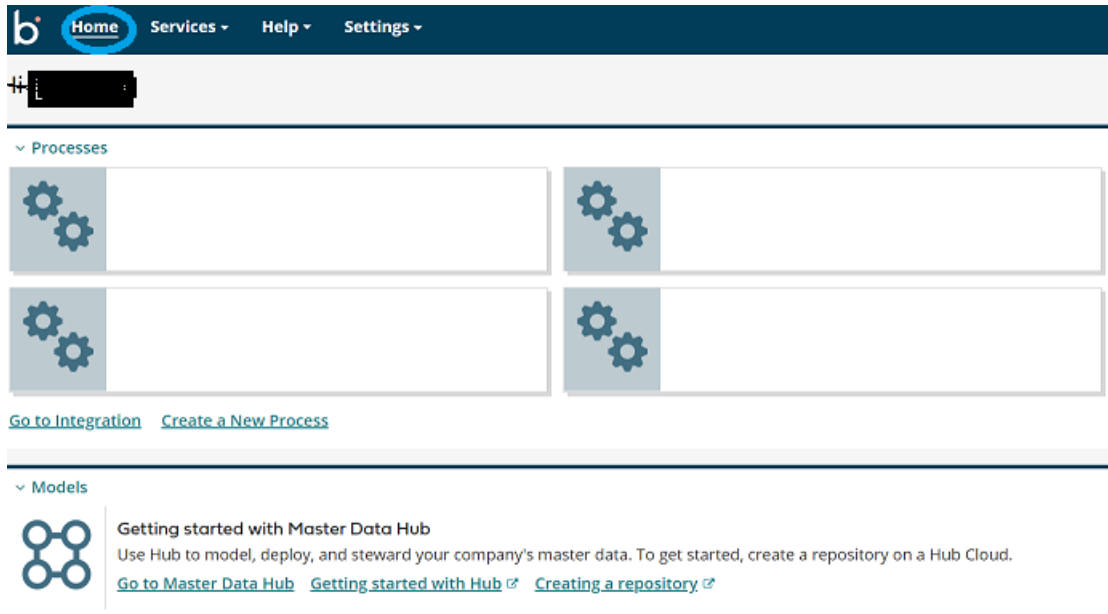
Now, let us integrate the ServiceNow connector with Boomi.

Step 1: First, log onto the Boomi platform (https://platform.boomi.com/) with the required credentials i.e. Email Address and Password.


©TGH Software Solutions Pvt. Ltd.

Step 2: Once, you have logged into the Boomi platform, you will be able to view the Home page.

Step 3: Now, click on Services followed by Integration. You will see the Build page. Click on New.
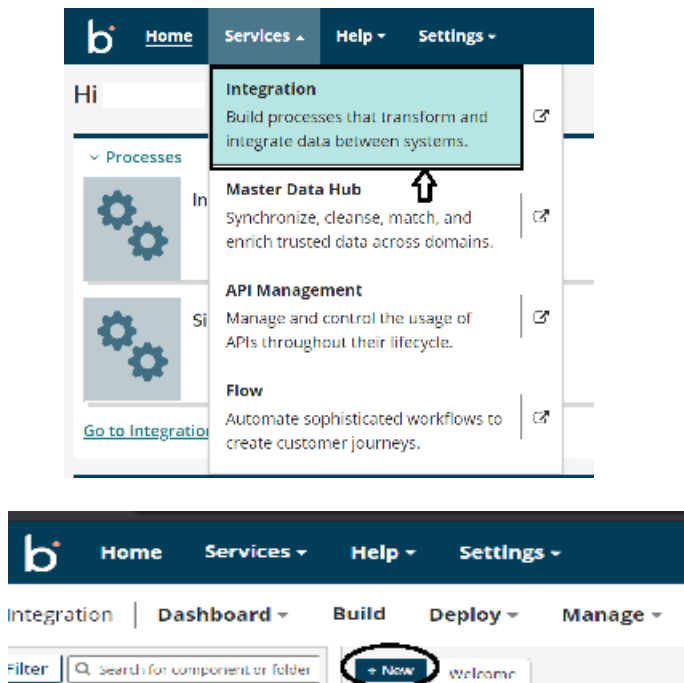
Step 4: Once, clicked on New, you will be able to create a process. You see that the process gets created with a start shape which is configured with AS2 Shared Server by default.

Start - AS2 Shared Server
⚠ Configure
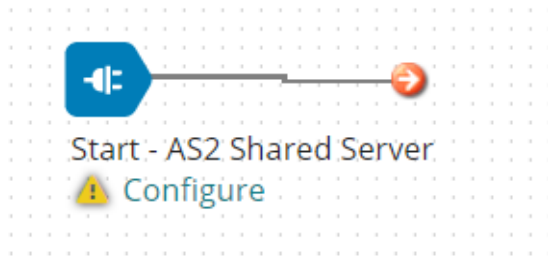
Step 5: Click on the start shape and select no data in Type. Select save.

Step 6: We have placed the message shape after the start shape and have added some static values to it which will serve as an input to the ServiceNow request profile elements.

Now, we have configured the map shape after the message shape. The source side of the profile would be a flat file for which we have provided some static values in the message shape and the destination side of the profile would be the one which is imported from ServiceNow.
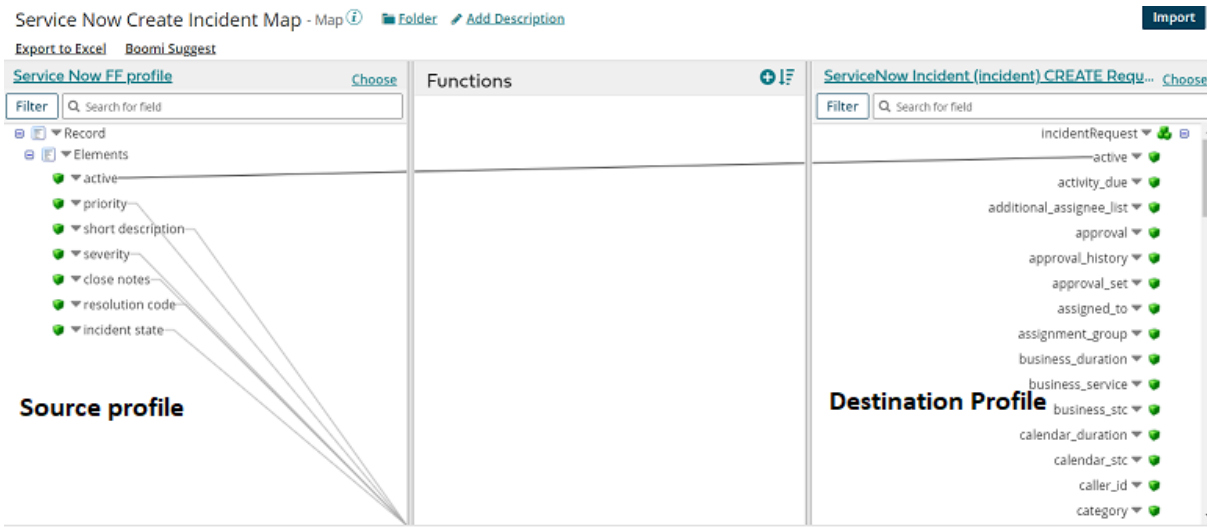
Step 7: Now, place the ServiceNow connector after the map shape**.** Once we click on the ServiceNow connector, we need to configure Action, Connection and Operation.

Action defines the method i.e., to insert data into service now or get data from ServiceNow and so on.

The connection consists of 3 parts.

a.   URL is the instance URL which is generated after registering with ServiceNow.

An example of an instance URL looks like

```
https://dev62986.service-now.com
```
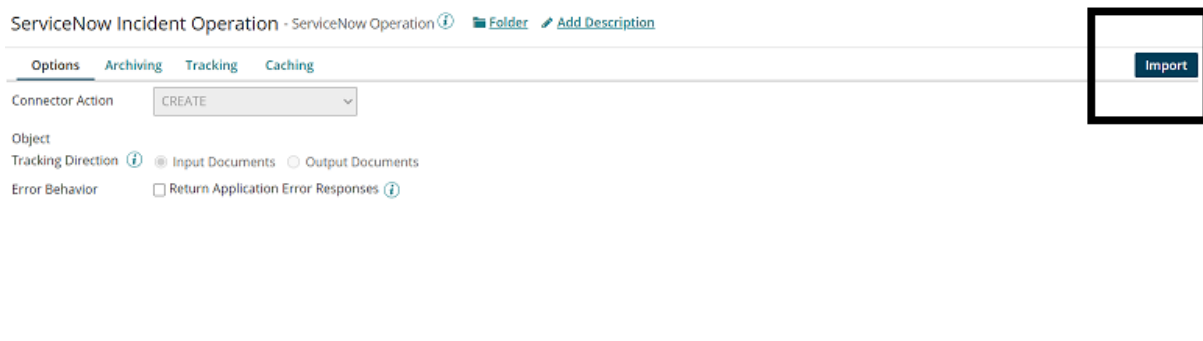
b. The user will be admin by default

    c.   Password is the one which we have created while logging into ServiceNow.
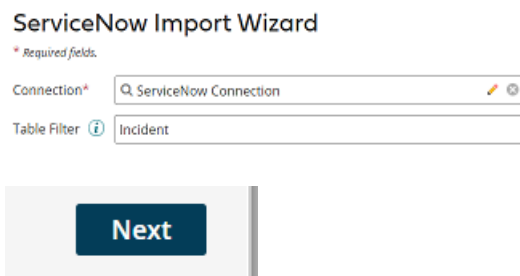
        Click save and close.

In this example, we are creating the incident ID. So, action will be created.

Step 8: Click + on operation and we need to import objects depending on the requirement.

Step 9: To import, set the same connection which you have given in the connection tab and name the filter of the object. Here, the Table Filter would be Incident. click Next.

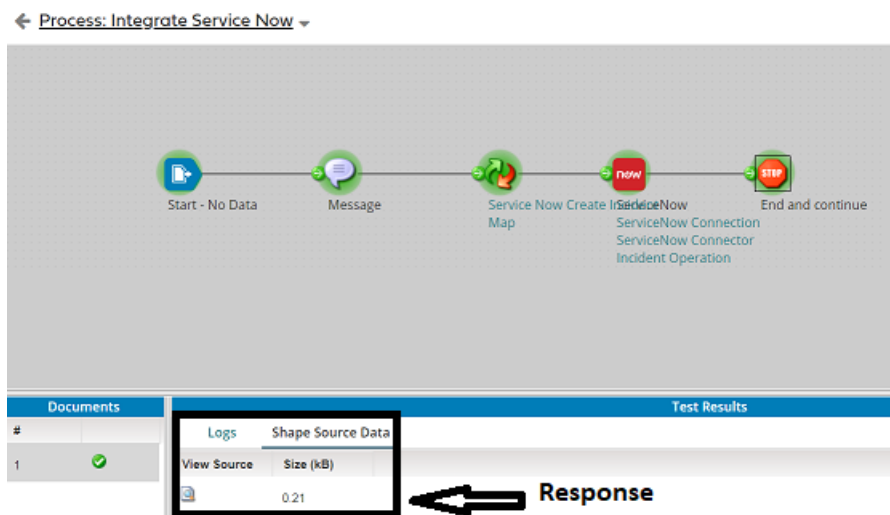**Step 10:** Choose the object type as Incident and select Next.

We will see that the object profiles i.e. (request and response profiles) have been imported successfully. Click Finish, save and close.

Step 11: Insert the stop shape at the end and run the process.

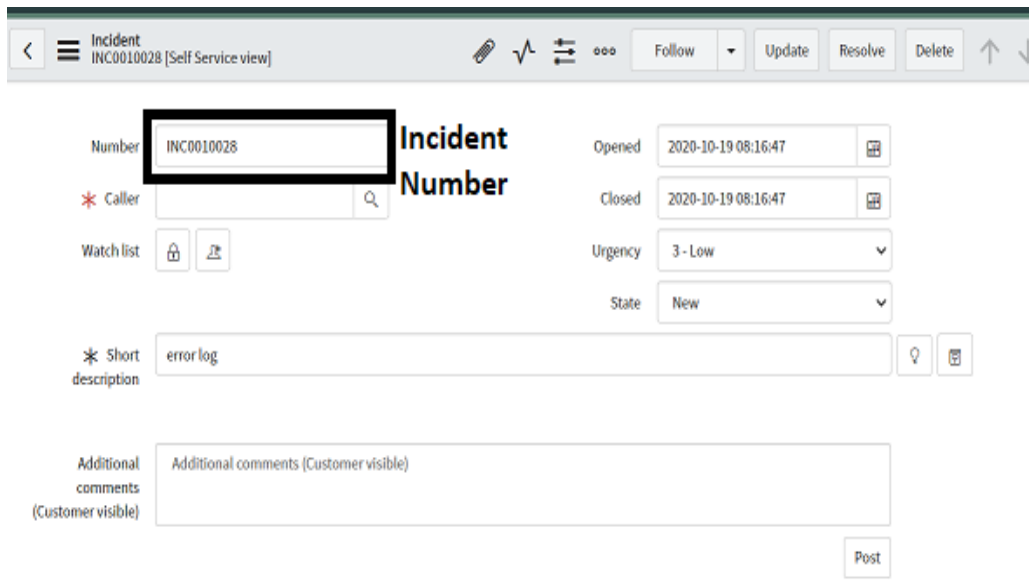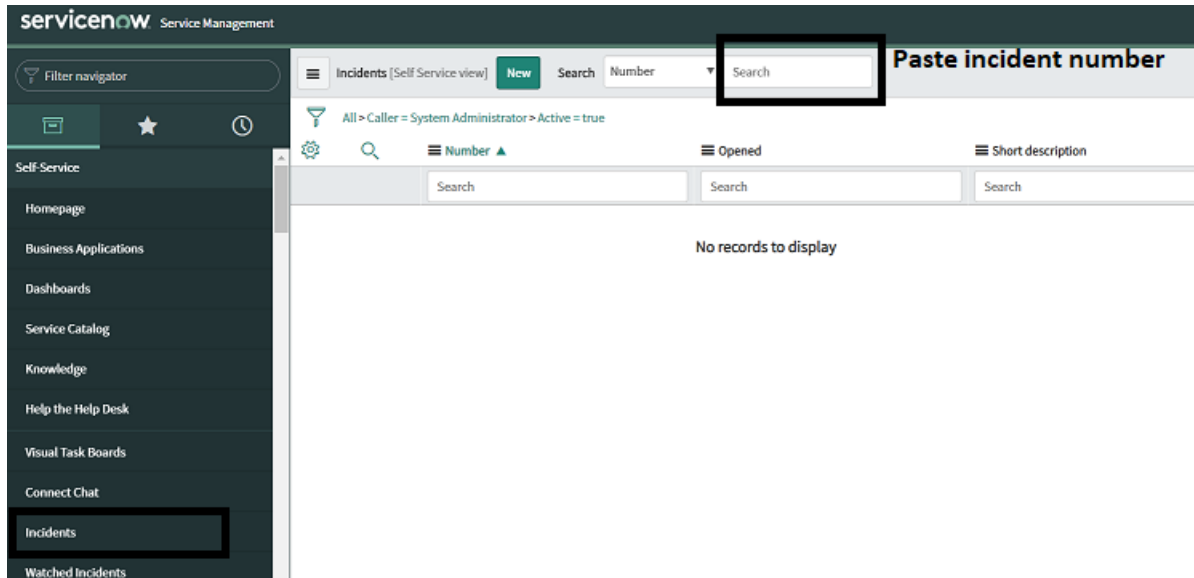
We can see the incident Number in the response field.

Now, copy the Incident Number go to ServiceNow and paste in search. We will see that an incident got generated with the number which we have received as a response.

TGH

Making Integrations Simpler

TGH Software Solutions Pvt. Ltd.

www.techygeekhub.com

At TGH, we specialize in driving digital transformation through seamless Integration Technologies.

Operating as an INTEGRATION FACTORY, we serve as a one-stop shop for all your integration needs. Our expert team is well-versed in enterprise software and legacy system integration, along with leading iPaaS technologies like Boomi, MuleSoft, Workato, OIC, and more.

We're committed to enhancing business processes and solving problems through our integration expertise.

Email address

connect@techygeekhub.com

Phone number

+ 011-40071137

+ 91-8810610395

Our offices

Noida Office

iThum
Plot No -40, Tower A,
Office No: 712,
Sector-62, Noida,
Uttar Pradesh, 201301

Hyderabad Office

Plot no: 6/3, 5th Floor,
Techno Pearl Building,
HUDA Techno Enclave,
HITEC City, Hyderabad,
Telangana 500081