



TGH

Making Integrations Simpler



Integrate ServiceNow with Boomi



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

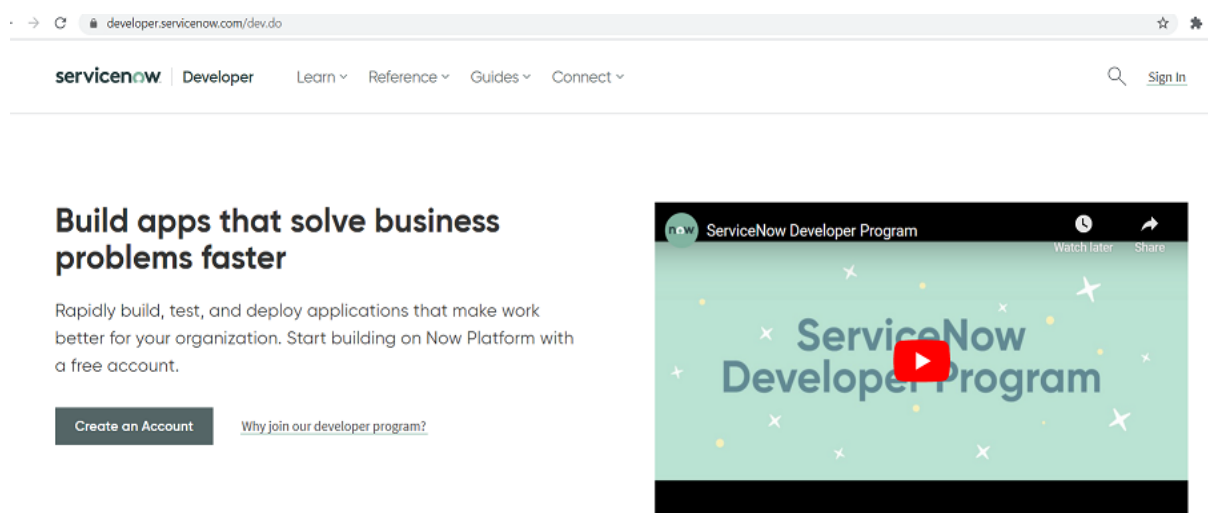
What is ServiceNow?

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.



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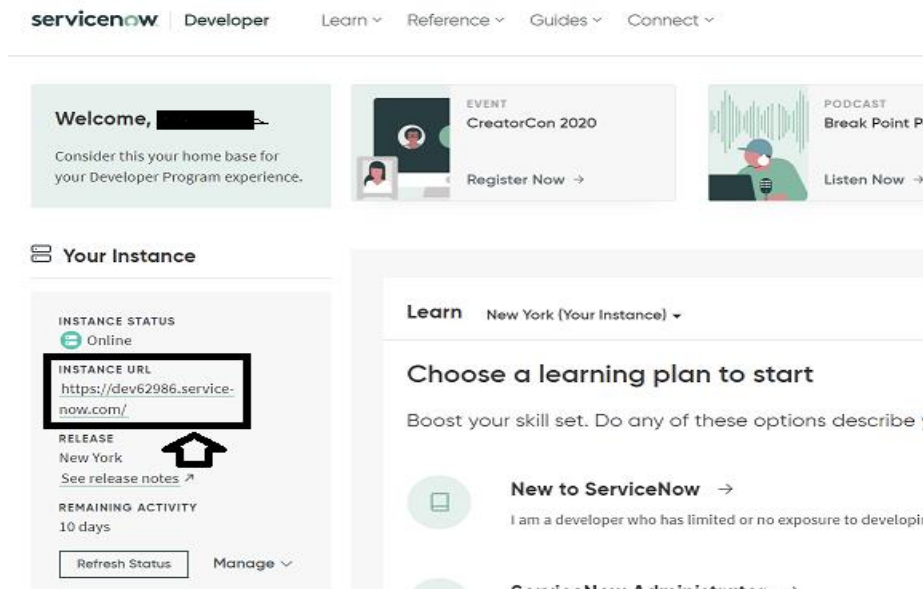
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Step 3: Now, click on Create an Account and you will be asked to register with your details. You will then be directed to the developer page with the email ID and password which you have registered while creating an account.

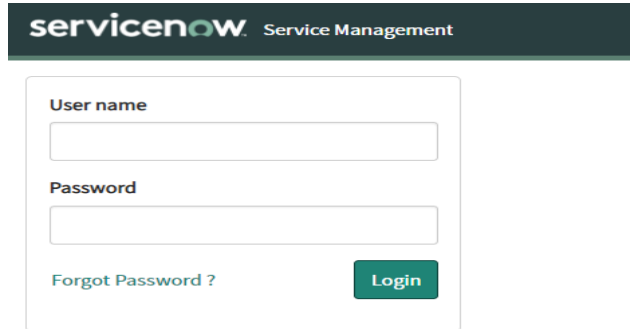


Step 4: Once signed in, you will be directed to the developer page where you see an **instance URL** automatically getting generated. This Instance URL is responsible for authenticating ServiceNow with Boomi.



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.

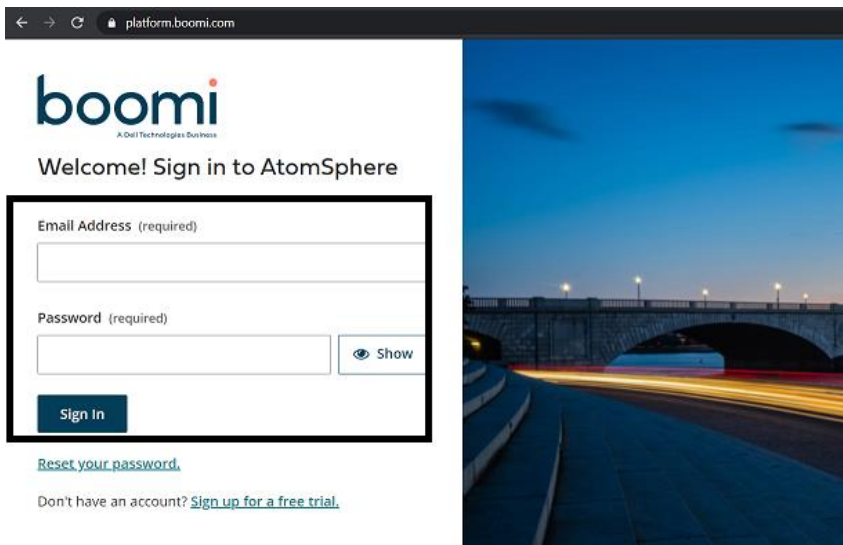


The screenshot shows the ServiceNow login interface. At the top, there is a dark header with the 'servicenow' logo and the text 'Service Management'. Below this is a white login form with two input fields: 'User name' and 'Password'. To the right of the 'Password' field is a 'Login' button. Below the 'Password' field, there is a link for 'Forgot Password?'. The form is set against a light gray background.

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.

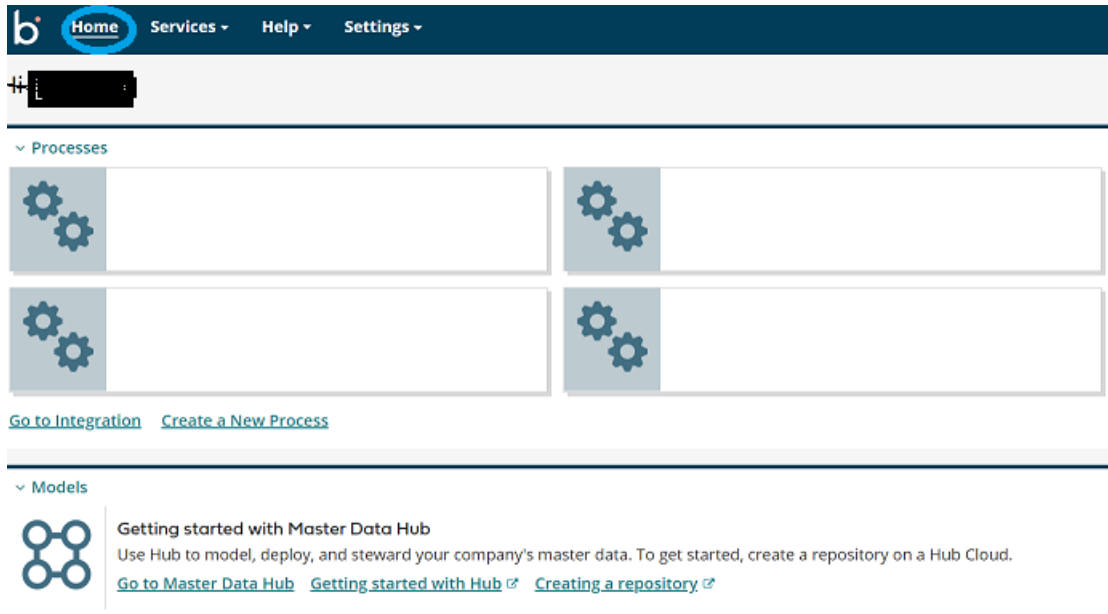
Now, let us integrate the ServiceNow connector with Boomi.

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

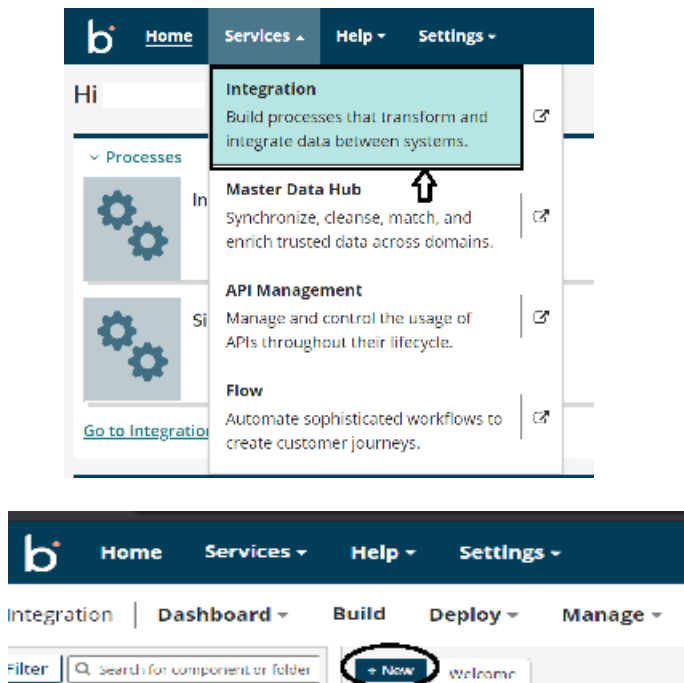


The screenshot shows the Boomi login page. The browser address bar displays 'platform.boomi.com'. The page features the Boomi logo (a stylized 'b' with a red dot) and the text 'Welcome! Sign in to AtomSphere'. Below this is a login form with two input fields: 'Email Address (required)' and 'Password (required)'. The 'Password' field has a 'Show' button with an eye icon. A 'Sign In' button is located below the form. At the bottom of the form area, there are two links: 'Reset your password.' and 'Don't have an account? Sign up for a free trial.'. The right side of the page shows a blurred image of a bridge at night with light trails from traffic.

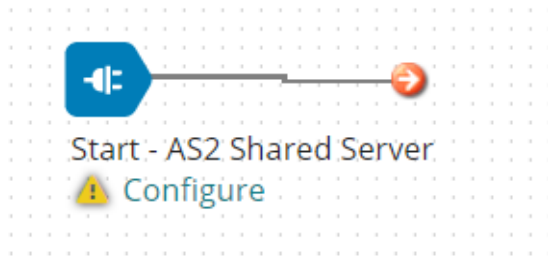
Step 2: Once, you have logged into the Boomi platform, you will be able to view the Home page.



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.



Step 5: Click on the start shape and select no data in Type. Select save.

Start Shape ⓘ

The Start shape is the main shape that begins the process flow. It is automatically added to each new process and it cannot be removed.

Process Mode General

Type

Connector Trading Partner Data Passthrough No Data

Select this option if this process should not receive or retrieve data from any source. In other words, the process will be scheduled and run similar to a cron or any other sort of job scheduler. The process will generate a single empty document.

Display Name:

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.

Message Shape ⓘ

The Message shape generates a free-flow text message from a dynamic or static set of input parameters. Documents that are sent to a Message shape are transformed, and the document that come out have the format of the message.

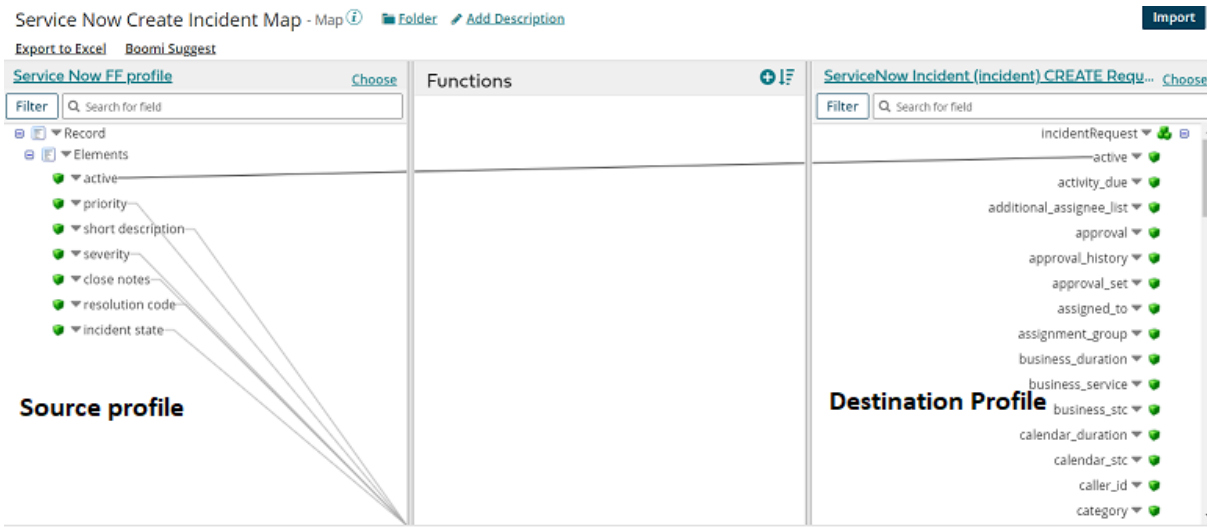
Display Name:

Option Combine documents into a single message ⓘ

Message

```
active,priority,short description,severity,close notes,resolution
code,incident state
yes,medium,error log,low,approved,resolved,moderate
```

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.

Connection

URL

User

Password

An example of an instance URL looks like

<https://dev62986.service-now.com>

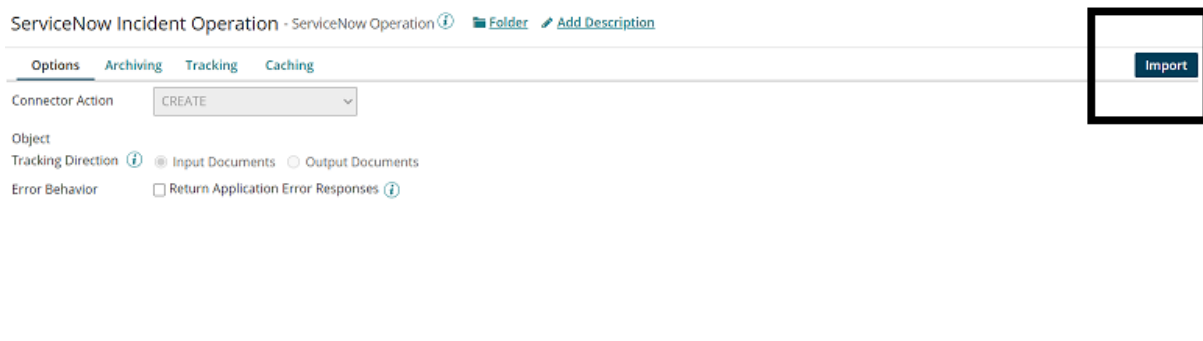
- b. The user will be admin by default

- c. Password is the one which we have created while logging into ServiceNow.

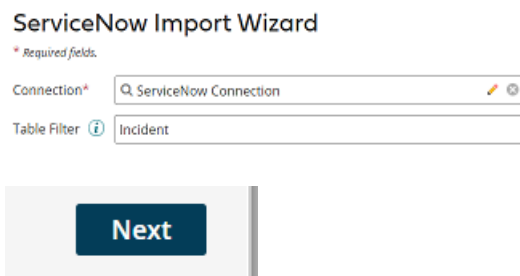
Click save and close.

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.

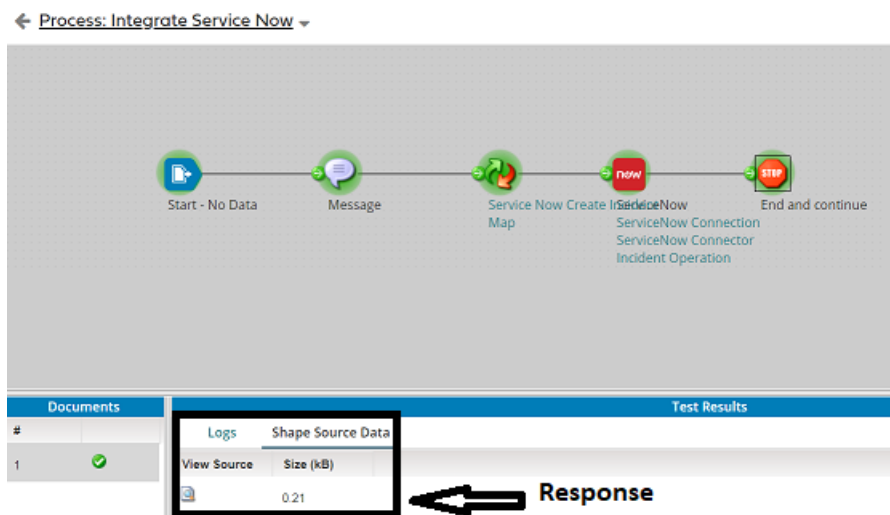
ServiceNow Import Wizard

Object Type

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.

Document Viewer

```

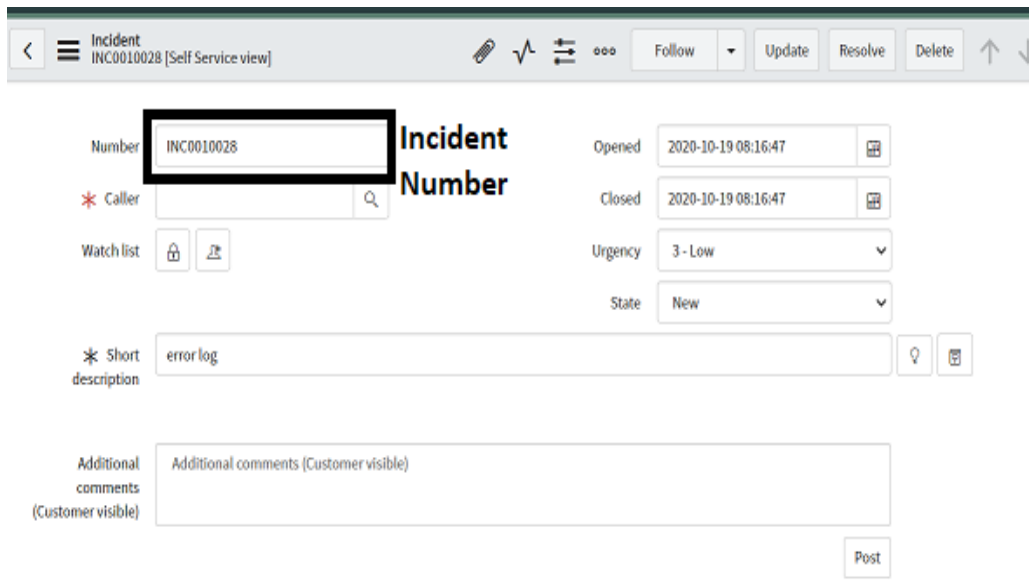
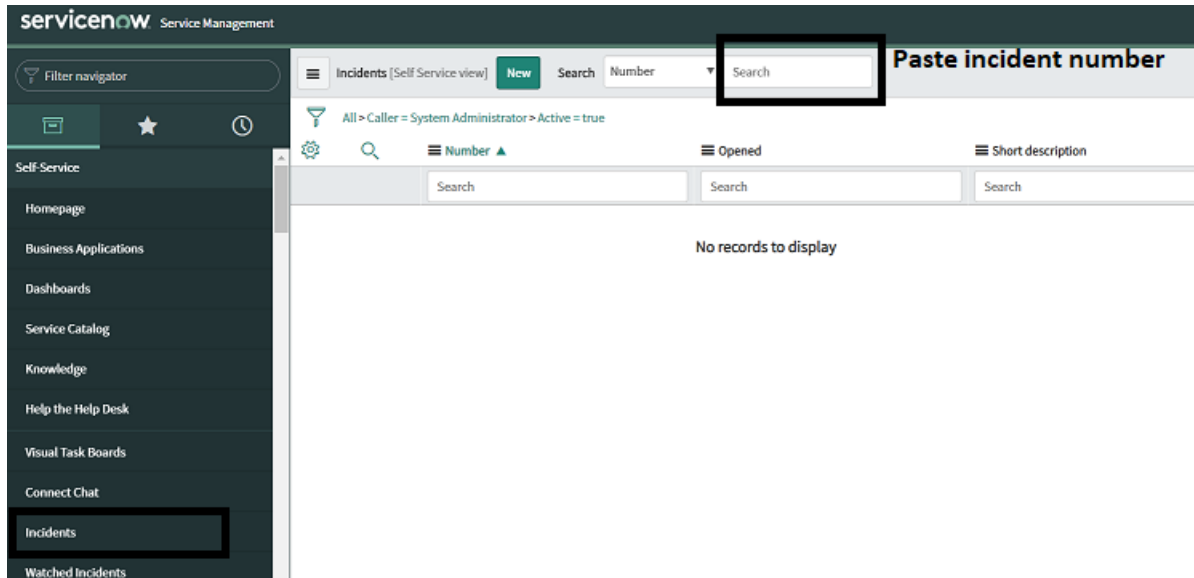
1 <incidentResponse xmlns="http://www.service-now.com/incident">
2 <sys_id xmlns="">f4e3e6cc2f0420101286fe1df699b64c</sys_id>
3 <number xmlns="">INC0010028</number>
4 </incidentResponse>

```



Incident Number

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.





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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.



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