ServiceNow Slack Integration

SADESIA GILES
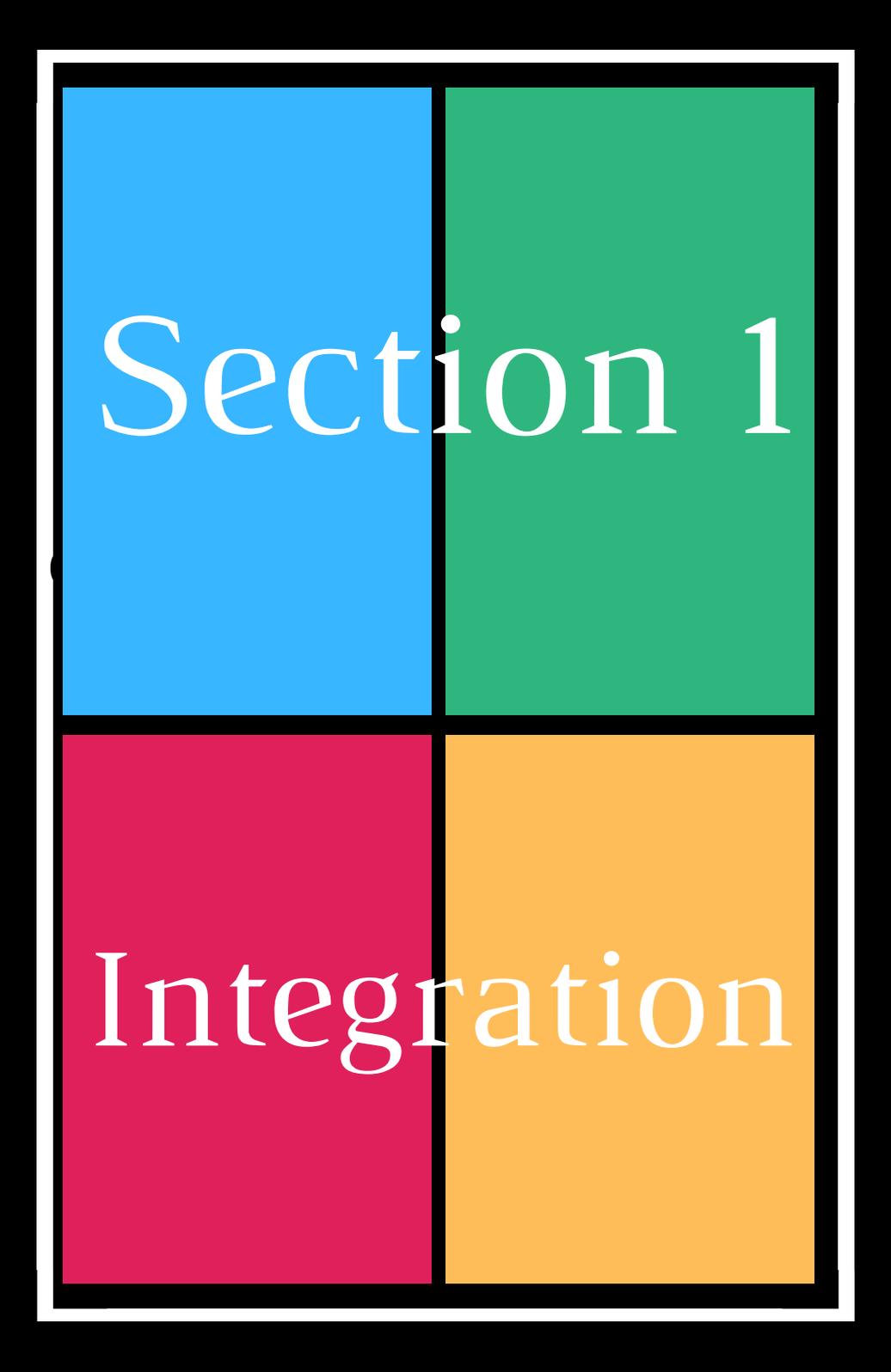
Section 1

Integration

Step 1
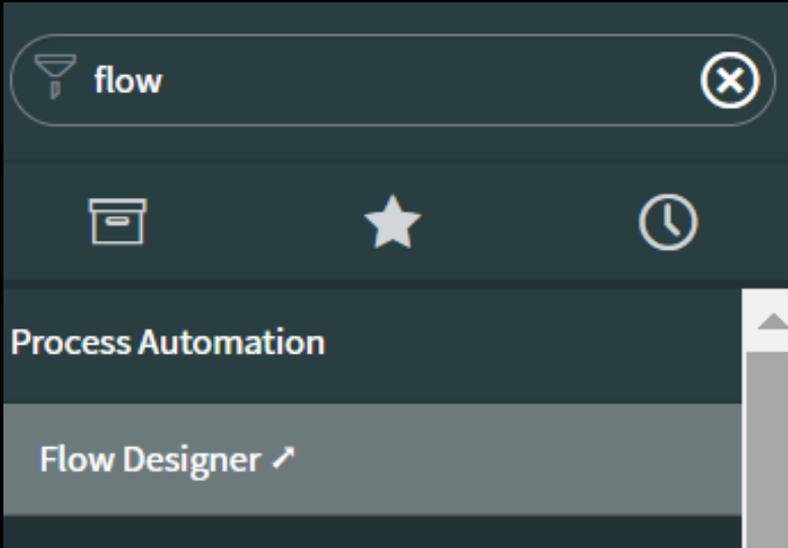
In the filter navigator, type in **flow**. Click on the **Flow Designer** heading, which will open a new window.

Step 2

Flows   Subflows   **Actions**   Executions   Connections   Help   New ▾

Search	Name ▾	Search

▽ All

🔍

Name ▲	Internal name	Application	Status	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
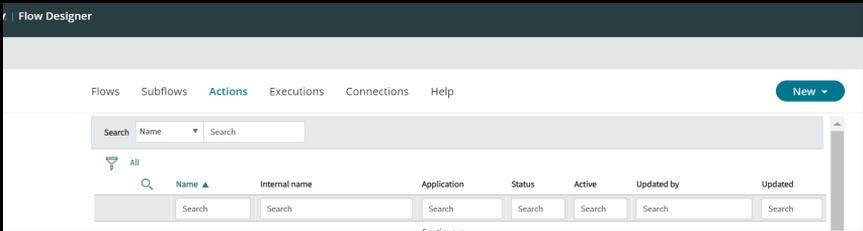
Click on the Action tab, then click **New**.

Step 3

New ▾

Flow

Subflow
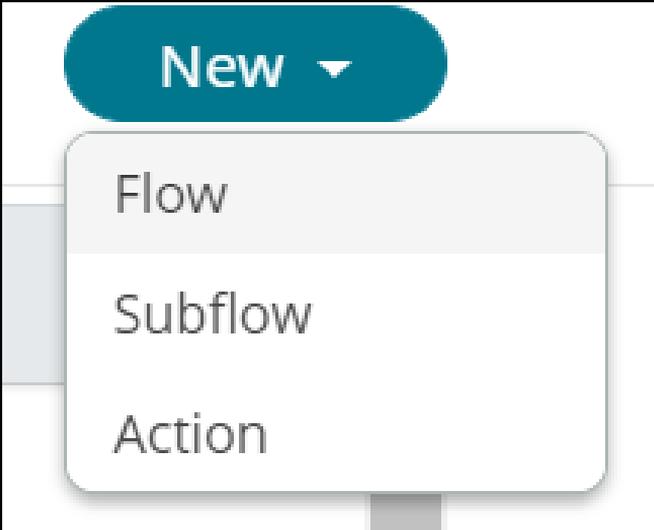
Action

Click on **Flow** from the menu.

Step 4

Flow properties ✕

✱ Flow name	SlackSnowIntegration
Description	Describe your flow
Application	Global ▼
Protection	-- None -- ▼
Run As	User who initiates session ▼
Run with role(s)	🔍

Cancel   Submit

Fill out the **Flow Name** row, then click **Submit**.

Step 5

TRIGGER

+ Add a trigger

Click **Add a trigger**.

Step 6
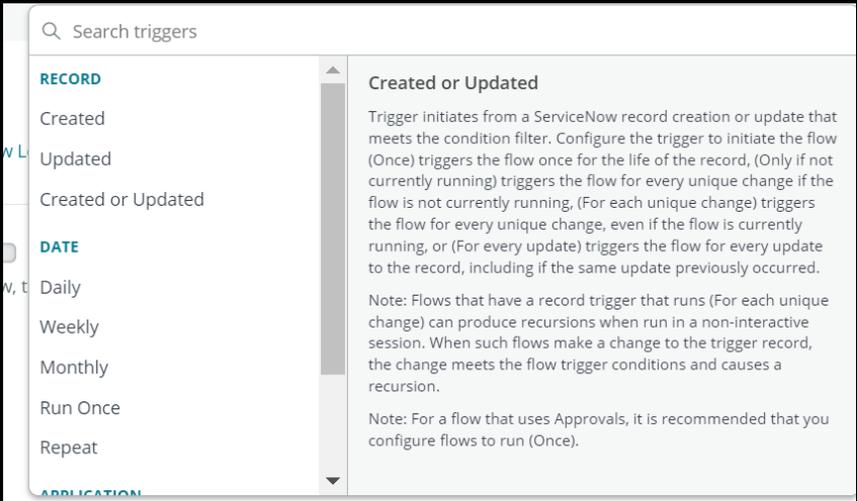
Click **Created or Updated** from the Record list.

Step 7

Incident Created or Updated

Trigger	Created or Updated ▼	
* Table	Incident [incident] ✕ ▼	
Condition	All of these conditions must be met	
	Assignment group ▼	is ▼	Application Develop... ✕ ▼	⊖ OR AND
	or	
	New Criteria	
Run Trigger	For every update ▼	

Advanced Options ⌄

Delete Cancel Done

Fill out each field **as pictured**, then click **Done**.

Step 8

TRIGGER

now [Incident Created or Updated where (Assignment group is Application Development)]

ACTIONS

(+) Add an Action, Flow Logic, or Subflow

ACTIONS

(×) ⟶ Action   ⟿ Flow Logic   ⅃ Subflow

Click **Add an Action**, then click on **Action**.

Step 9
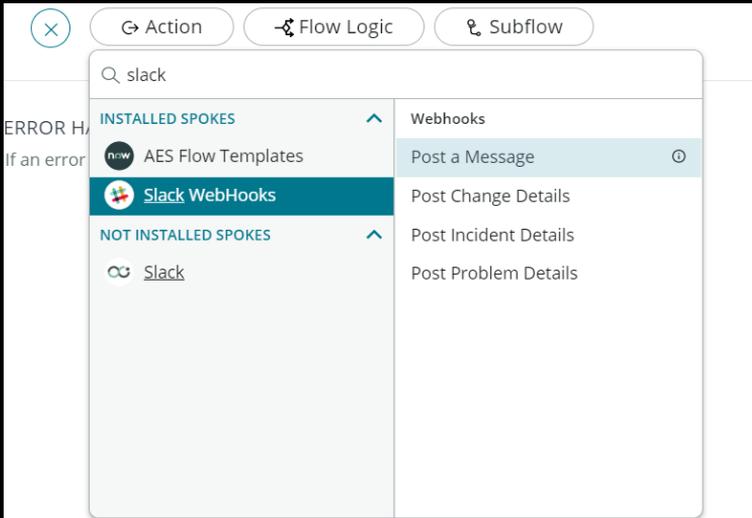
Type **slack** in the search bar. Select **Slack Webhooks**, the select **Post a Message**.

Step 10

Type **slack** in the search bar. Select **Slack Webhooks**, the select **Post a Message**.

Step 11

Action	Post a Message ▼
Webhook URL	https://hooks.slack.com/services/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

Paste the **Webhook URL** from slack into the box.

Step 12
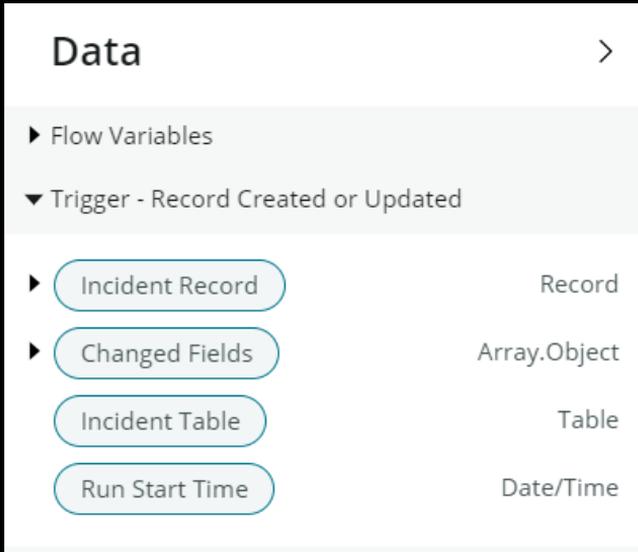
Under the **Data** heading, Select the **Trigger** Column. Then select **Incident Record**.

Step 13

Notify

Number

On hold reason

Message | Trigger ▸ Incident Record ▸ Number ✕ is created
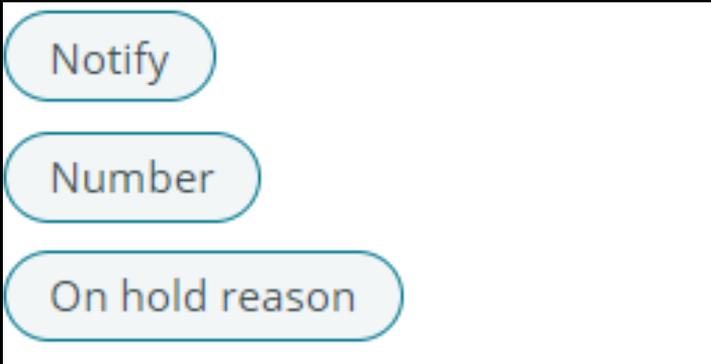
Under the Incident Record Column, Select **Number**. Drag the Number to the **Message** row. Type **is created**.

Step 14

Username	Servicenow
Channel	integration
Icon	:hearts:

Properties   Test   Executions | Activate   **Save**   ⋯

Type in an **Username**, the name of the Slack **Channel**, and an **Icon** (optional). Click **Save**, then **Activate**.
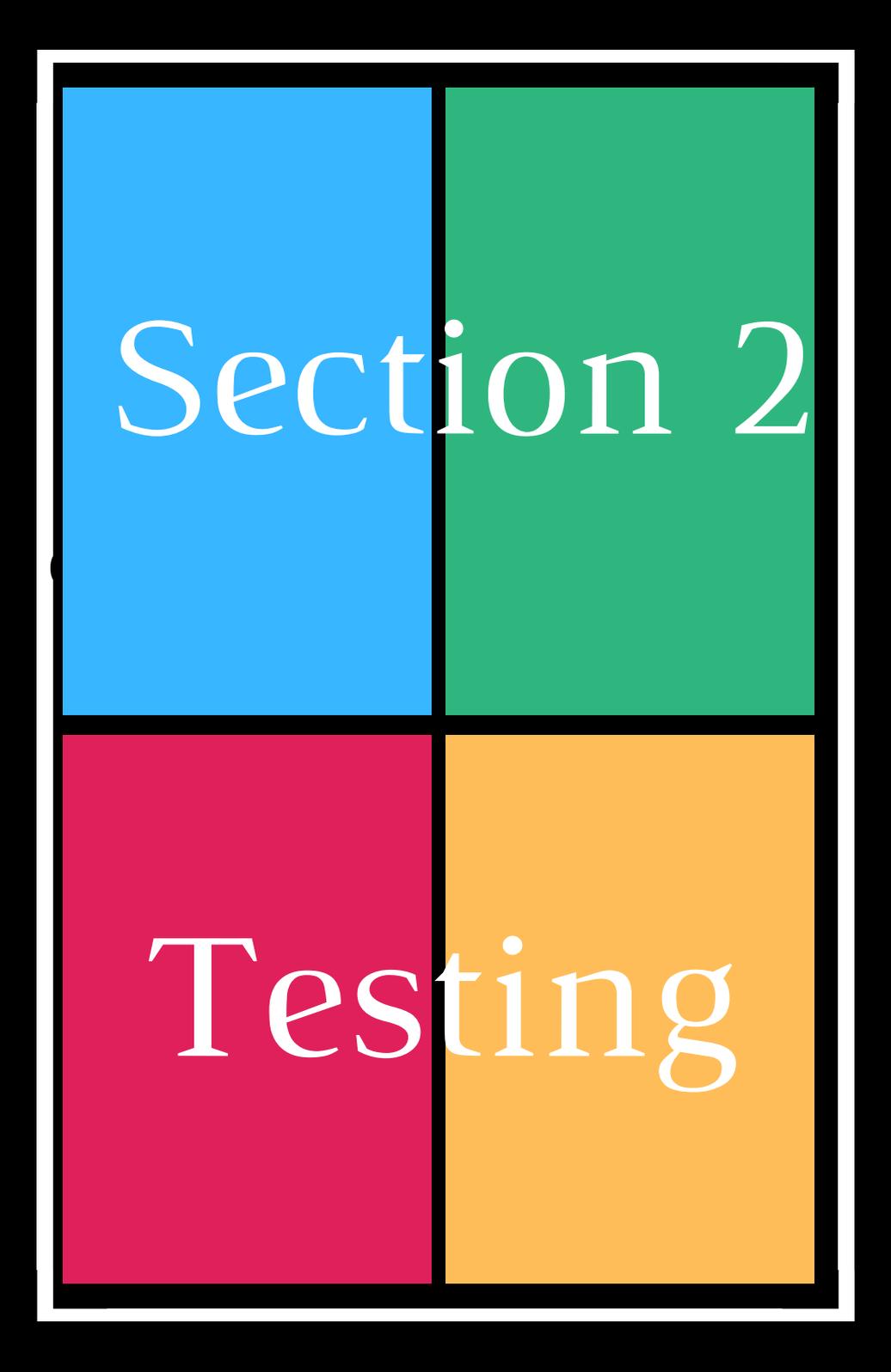
Section 2

Testing

Step 1
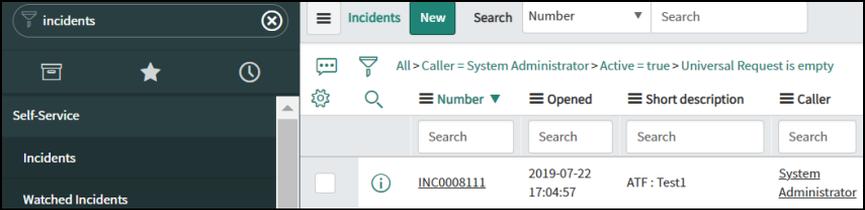
Type **incident** in the filter navigator. Click on **Incident** under **Self Service**. Click **New**.

Step 2

Fill out the **Short Decsription** and **Assignment Group** sections. Right click on the header and click **Save**.

Step 3
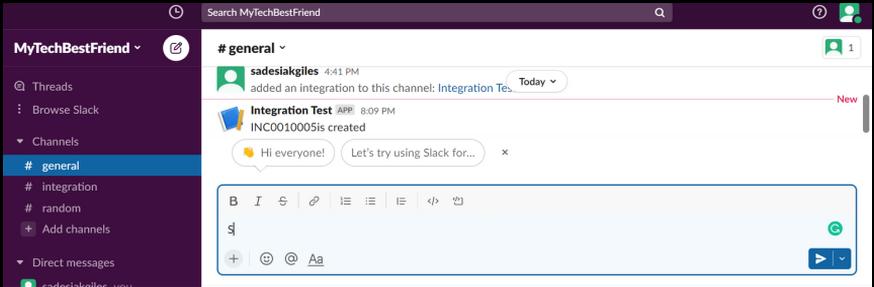
Go to **Slack** to see the **message**.