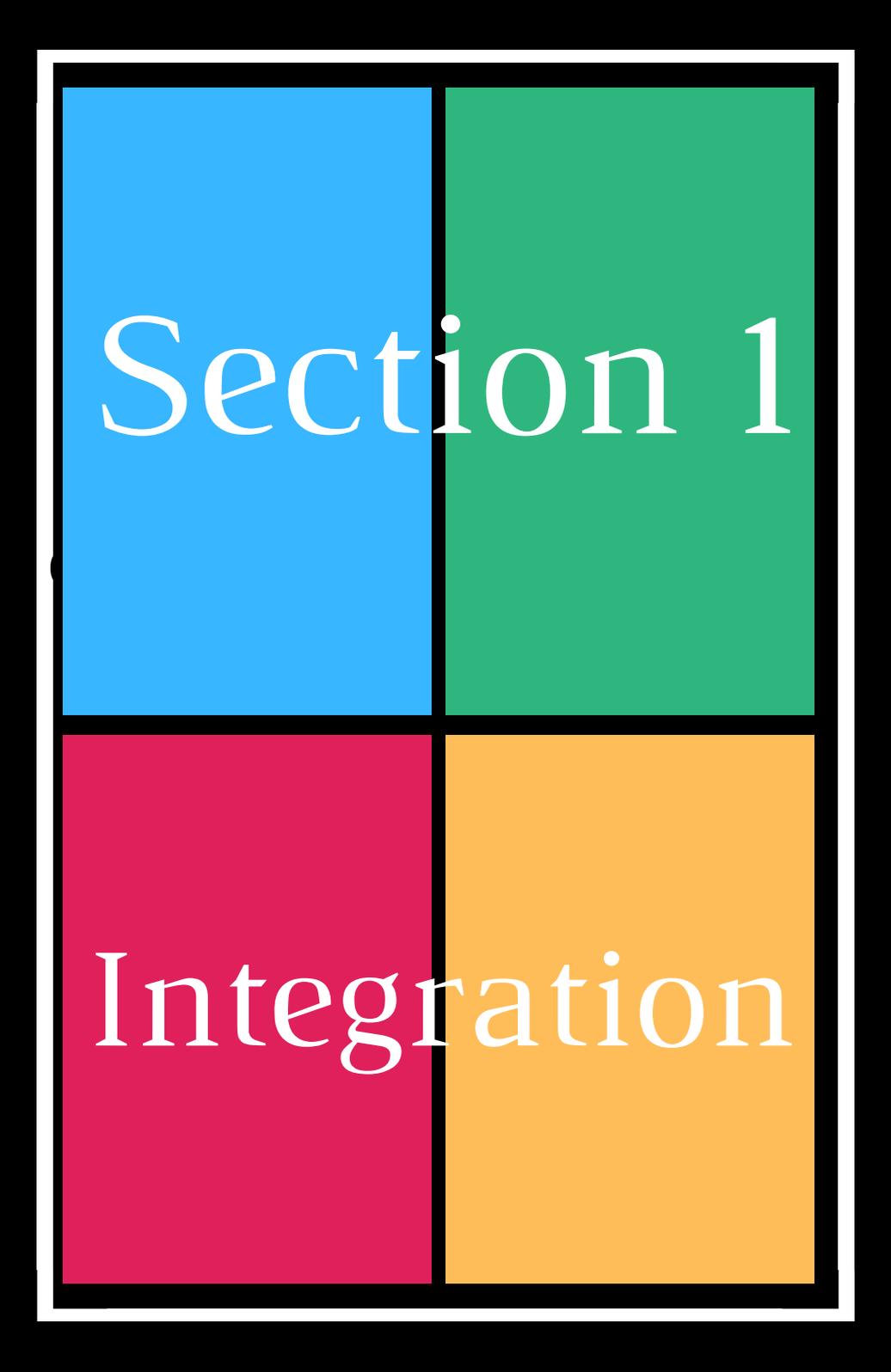


How to Guide

ServiceNow Slack Integration



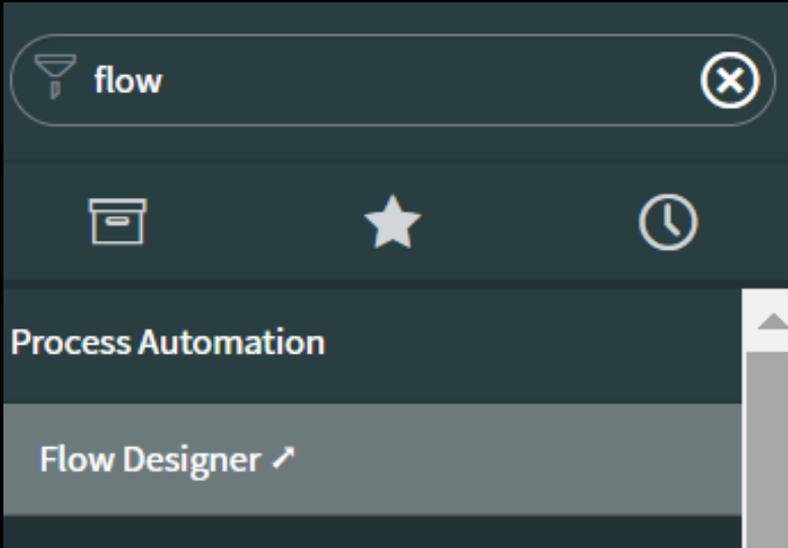
SADESIA GILES



Section 1

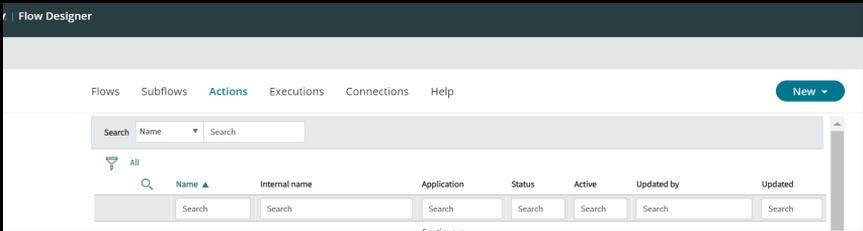
Integration

Step 1



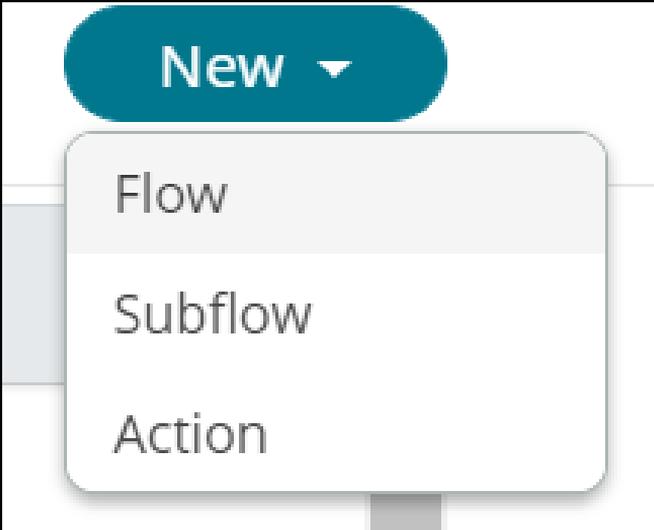
In the filter navigator, type in **flow**. Click on the **Flow Designer** heading, which will open a new window.

Step 2



Click on the
Action tab,
then click
New.

Step 3



Click on
Flow from
the menu.

Step 4

Flow properties ×

* Flow name

Description

Application

Protection

Run As

Run with role(s)

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

Step 5

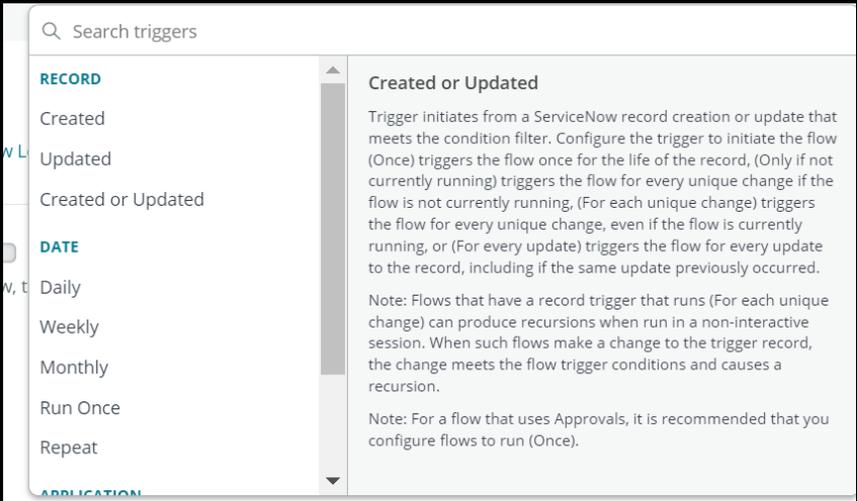
TRIGGER



Add a trigger

**Click Add a
trigger.**

Step 6



Q Search triggers

RECORD

- Created
- Updated
- Created or Updated

DATE

- Daily
- Weekly
- Monthly
- Run Once
- Repeat

Created or Updated

Trigger initiates from a ServiceNow record creation or update that meets the condition filter. Configure the trigger to initiate the flow (Once) triggers the flow once for the life of the record, (Only if not currently running) triggers the flow for every unique change if the flow is not currently running, (For each unique change) triggers the flow for every unique change, even if the flow is currently running, or (For every update) triggers the flow for every update to the record, including if the same update previously occurred.

Note: Flows that have a record trigger that runs (For each unique change) can produce recursions when run in a non-interactive session. When such flows make a change to the trigger record, the change meets the flow trigger conditions and causes a recursion.

Note: For a flow that uses Approvals, it is recommended that you configure flows to run (Once).

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

Step 7

The screenshot shows a configuration window titled "Incident Created or Updated". It includes the following fields and options:

- Trigger:** A dropdown menu set to "Created or Updated".
- Table:** A dropdown menu set to "Incident [incident]" with a close button (X).
- Condition:** A section titled "All of these conditions must be met" containing:
 - A dropdown menu set to "Assignment group".
 - A dropdown menu set to "is".
 - A dropdown menu set to "Application Develop...".
 - Buttons for "OR" and "AND" to select the logical operator.
 - A "New Criteria" button below the condition fields.
- Run Trigger:** A dropdown menu set to "For every update".
- Advanced Options:** A button to expand the configuration options.
- Bottom Buttons:** "Delete", "Cancel", and "Done" buttons.

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

Step 8

TRIGGER



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

ACTIONS



Add an Action, Flow Logic, or Subflow

ACTIONS



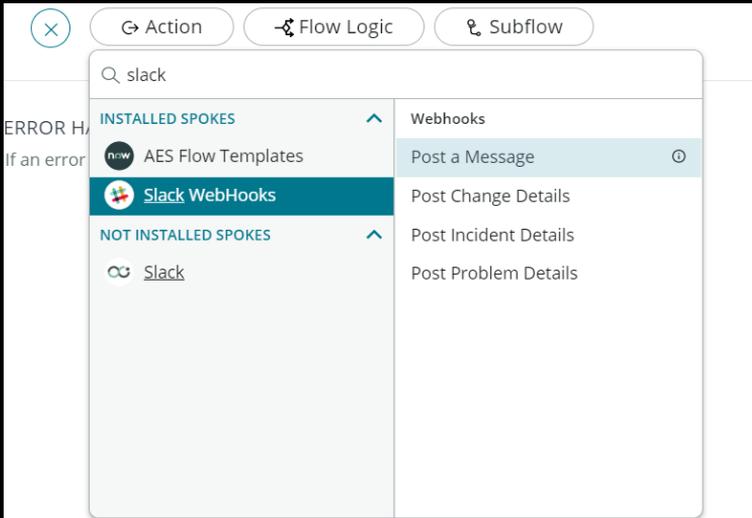
➔ Action

⚙️ Flow Logic

🔗 Subflow

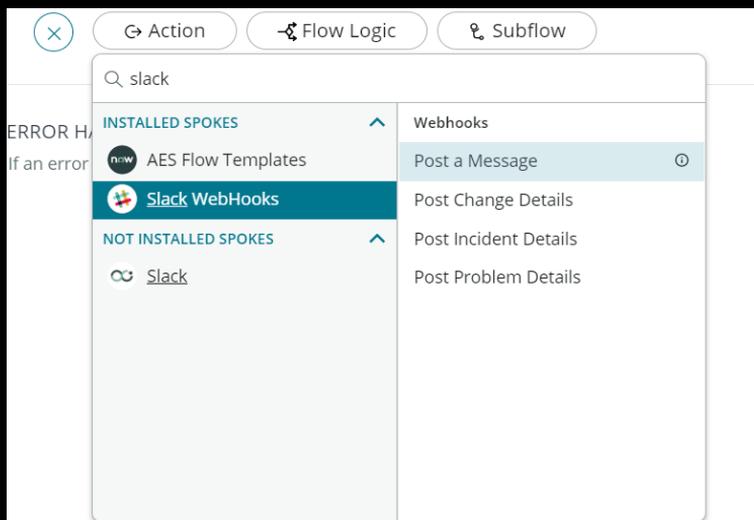
**Click Add
an Action,
then click on
Action.**

Step 9



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

Step 10



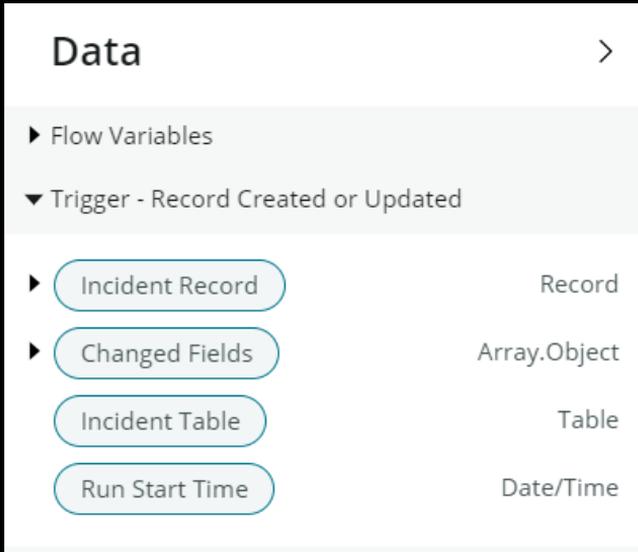
Type **slack** in the search bar. Select **Slack Webhooks**, then select **Post a Message**.

Step 11

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

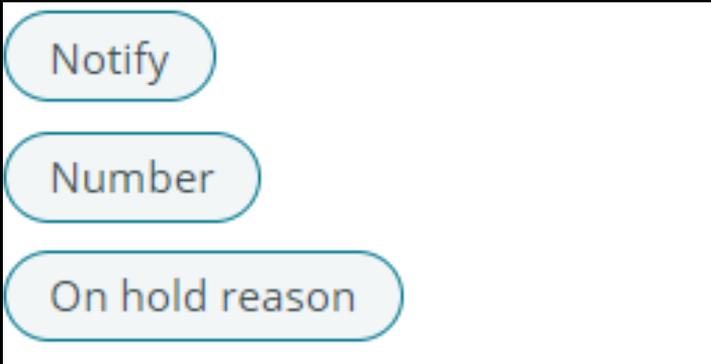
Paste the
Webhook URL
from slack into
the box.

Step 12



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

Step 13



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

Step 14

Username	<input type="text" value="Servicenow"/>		
Channel	<input type="text" value="integration"/>		
Icon	<input type="text" value=":hearts:"/>		

Properties

Test

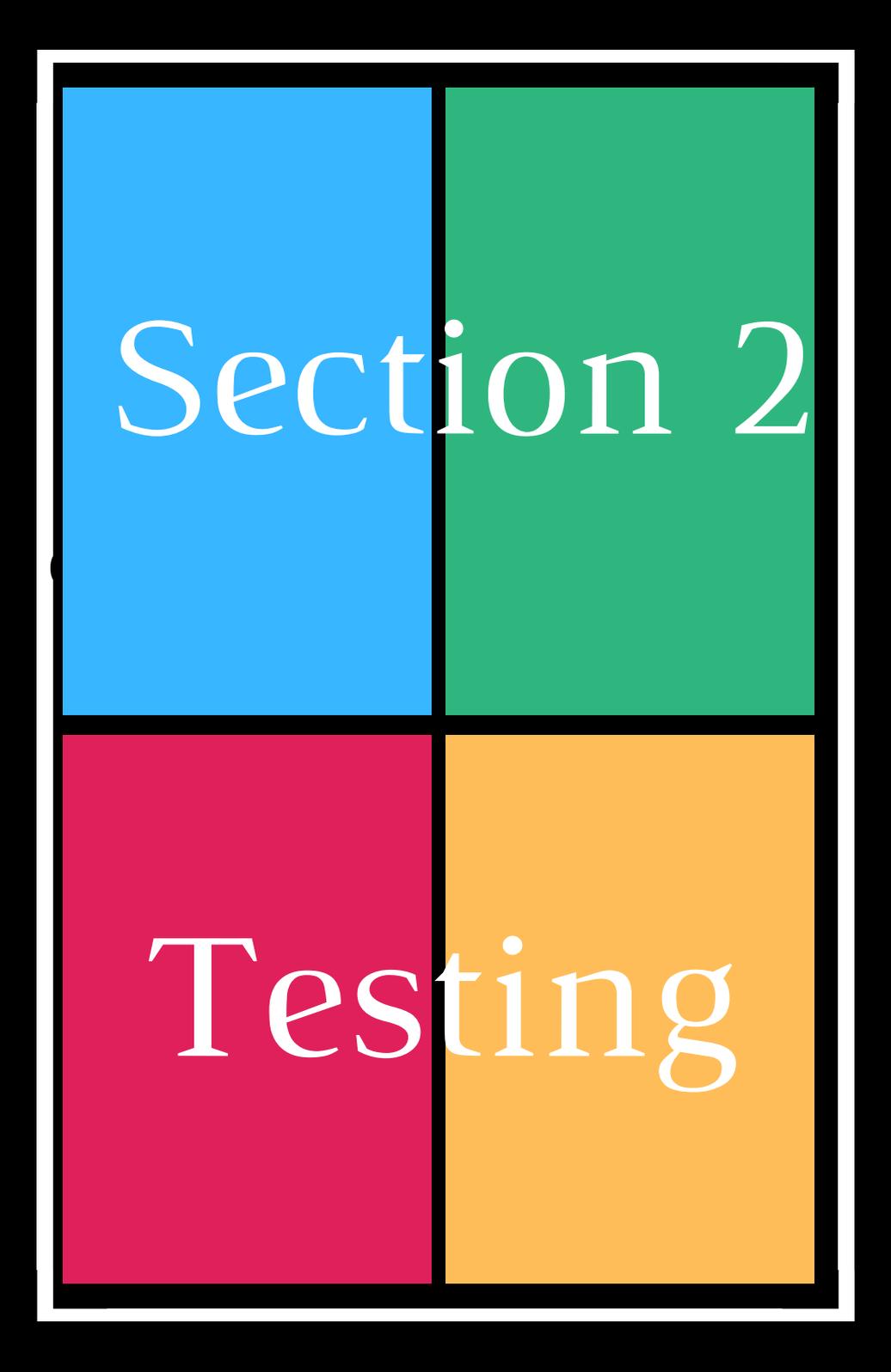
Executions

Activate

Save

...

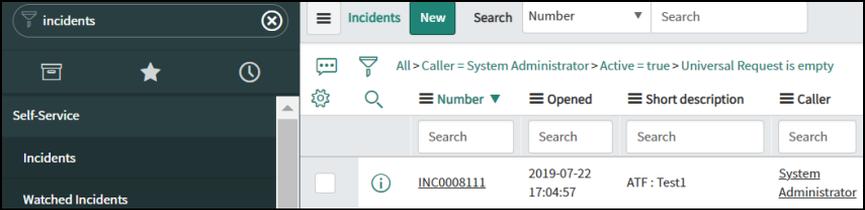
Type in an **Username**, the name of the Slack **Channel**, and an **Icon** (optional). Click **Save**, then **Activate**.



Section 2

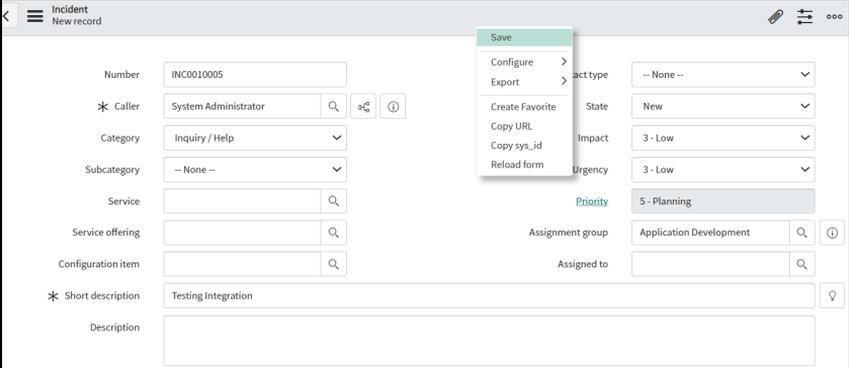
Testing

Step 1



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

Step 2

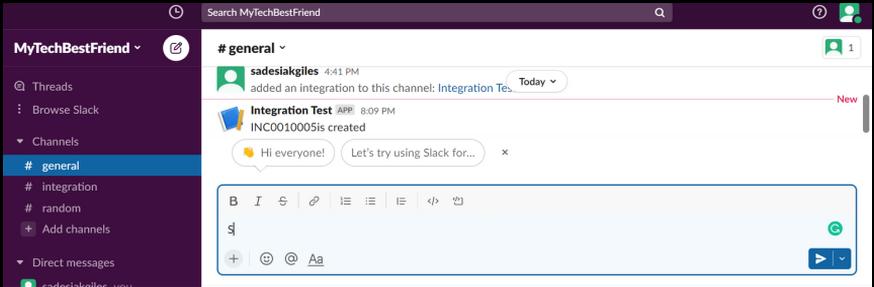


The screenshot shows a web-based form for creating a new incident record. The form is titled "Incident New record". A dropdown menu is open over the "Save" button, showing options: "Save", "Configure", "Export", "Create Favorite", "Copy URL", "Copy sys_id", and "Reload form". The form fields are as follows:

Number	INC0010005
* Caller	System Administrator
Category	Inquiry / Help
Subcategory	-- None --
Service	
Service offering	
Configuration item	
* Short description	Testing Integration
Description	
act type	-- None --
State	New
Impact	3 - Low
Urgency	3 - Low
Priority	5 - Planning
Assignment group	Application Development
Assigned to	

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

Step 3



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