



ServiceNow Incident Creation

Readme

Version 1.0

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1. Introduction

This document contains all essential information for the user to make full use of the Bot or Digital worker. This manual includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.

1.1 Overview

This bot performs the following:

- *Create incident in ServiceNow*

1.2 Common Use cases

Bulk creation of incident in ServiceNow

1.3 Prerequisites

MS Excel, Google Chrome Version 79

2. Getting Started

2.1 Installation Hierarchy

<AA Directory>

- *My Tasks*
 - *Bot Store*
 - *ServiceNowIncidentCreation-LaputaTechnologiesLimited (Folder)*
 - *My Tasks*
 - *Main_ServiceNowIncidentCreation.atmx*
 - *Input Folder*
 - *Incident.xlsx*
 - *Output Folder*
 - *Error Folder*
 - *Logs (Folder)*
 - *Log_YearMonthDay.txt*
 - *Snapshots (Folder)*
 - *ErrorSnap_YearMonthDayHourMinutesSeconds.png*
 - *My Metabots*

2.2 Quick Start

2.2.1 Setup

1. Download the bot from Bot Store.
2. Double click on the .msi file.
3. On Welcome to Installation wizard, click Next to continue.
4. Click I agree to the terms in the license agreement radio button to accept the agreement.
5. Get/Copy the License key from Bot Store Downloads into License Key, click Next to continue.
6. Click Install to begin the installation.
7. Click Finish to complete the installation.
8. To view the installation, go to 'My Tasks' folder on AAE Client to see bot files.

2.2.2 Configuration

Use the following information to configure your bot:

Variable Name	Type	Mandatory	Purpose	Example Input
<i>cInputExcel</i>	<i>Value</i>	<i>Yes</i>	<i>The path for the input file</i>	<i>Automation Anywhere\My Tasks\Bot</i>

				<i>Store\ServiceNowIncidentCreation-LaputaTechnologiesLimited\Input Folder\Incident.xlsx</i>
<i>cOutputExcel</i>	<i>value</i>	<i>Yes</i>	<i>The path for the result file</i>	<i>Automation Anywhere\My Tasks\Bot Store\ServiceNowIncidentCreation-LaputaTechnologiesLimited\Output Folder\Incident.xlsx</i>
<i>cServiceNowURL</i>	<i>value</i>	<i>Yes</i>	<i>The URL for the Service Now</i>	<i>https://xxx.service-now.com/navpage.do</i>

Use the following information for the locker and credentials in credential vault

<i>Locker Name</i>	<i>Credentials Name</i>	<i>Attribute Name</i>	<i>Value</i>
<i>ServiceNow</i>	<i>Bulk Incident Creation</i>	<i>User name</i>	<i>Username of the ServiceNow account</i>
<i>ServiceNow</i>	<i>Bulk Incident Creation</i>	<i>Password</i>	<i>Password of the ServiceNow account</i>