A2019 – AARI for Desktop – ServiceNow Incident Creator

Readme

Version 1.0

10/21/2020

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1.   Introduction

This document contains all essential information for the user to make full use of this A2019 AARI for Desktop ServiceNow Incident Creator bot. It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration.

1.1   Overview

Here is a quick overview of this bot:

- This bot takes the necessary input values from the end user in a form of AARI for Desktop form and creates a ServiceNow Incident

- The bot calls the ServiceNow Incident API in the background to create the ticket and provides the end user with incident number

1.2   Use cases

The key use cases include:

- Creates ServiceNow Incident via AARI for Desktop Form

- Automates the process of creating ServiceNow Incidents

2.   Requirements & Prerequisites

2.1   System Requirements

Enterprise A2019 (Cloud deployed) and Community Edition device requirements.
Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and command packages as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

2.2   Prerequisites

Administrator will need to make sure of the following before providing this form to the end users:

- The end users will need to be able to call ServiceNow Incident APIs. Please refer to ServiceNow documentation to provide the end users with this capability.

- End users need attended bot runner license to run this bot.

- Bot Agents must be installed on end user's machine to run this bot.

- There is a hard-coded variable in the bot "Attended_CreateIncident" for sCallerID that the Administrator / Bot Developer needs to change to a generic user that creates the ticket.

3. Getting Started
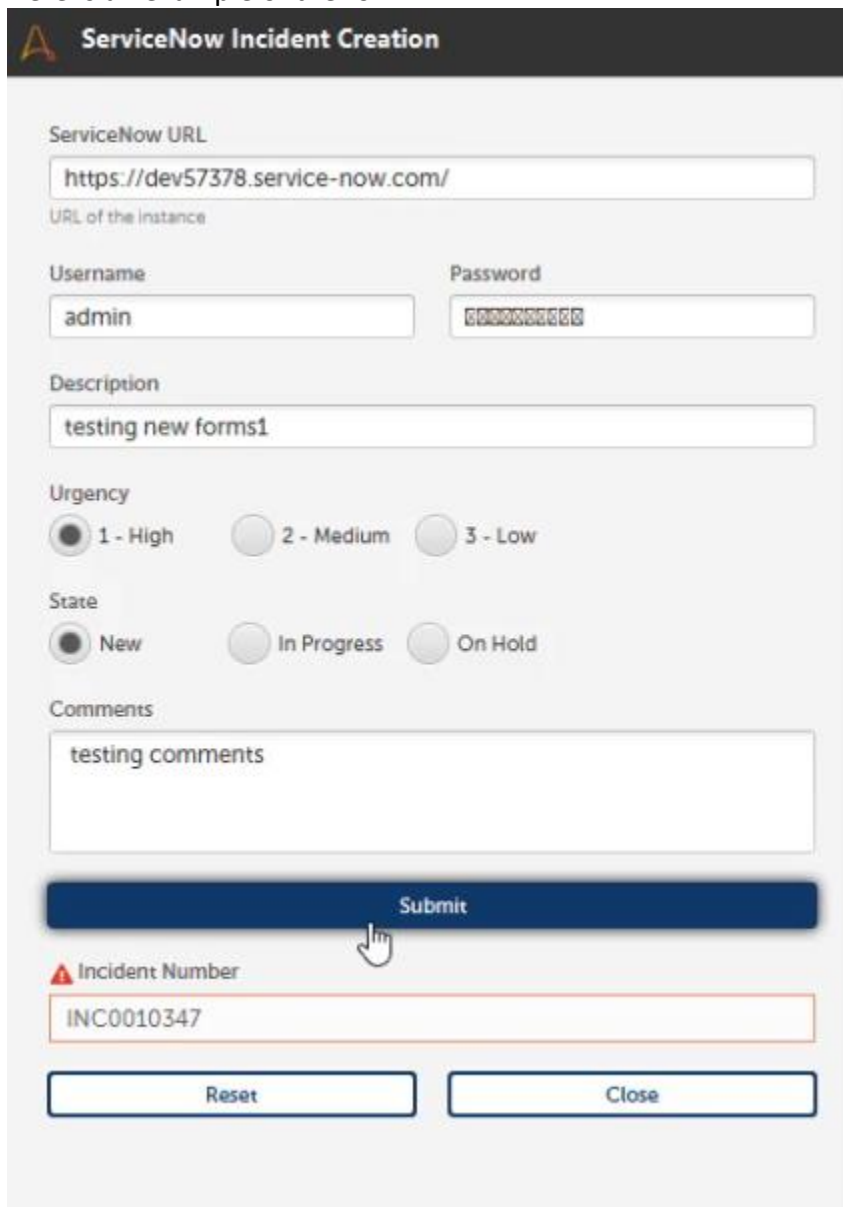
3.1 Quick Start

3.1.1 Setup

All the prerequisites apply here. As long as the end user has the permission to execute the ServiceNow API and they have attended bot runner license, then they will be able to run this bot.

3.1.2 Configuration and Use

- o For Configuring the Bot, just fill the form with necessary information

o Here is an example of the form:

o Clicking the Submit button the form will call the ServiceNow's Incident table's REST API endpoint to create the ticket

o The bot checks if all the necessary information is filled up

o Following table shows the mandatory fields:

INPUT VARIABLES: Input Variables to be mentioned in this Table				
Variable Name	**Type**	**Mandatory**	**Purpose**	**Example Input**
ServiceNow URL	Text	Yes	ServiceNow URL	Example: https://dev57378.service-now.com/
Username	Text	Yes	User to authenticate against the ServiceNow Endpoint	Example: Admin
Password	Credential	Yes	Password for the above user	Example: Password (encrypted and masked)
Description	Text	Yes	Description for the incidents	Example: Description of the incident
Urgency	Radio Button	Yes	Urgency of the ticket	Select the urgency accordingly
State	Radio Button	Yes	Defines the state of the ticket weather it is on New, On Hold or In Progress	Select the state accordingly
Comments	Text Area	Yes	Enter the comments of the ticket	Example: Comments of the ticket
sCallerID (Bot: Attended_CreateIncident)	Text	Yes	This user creates the incident ticket.	It is set to "System Administrator" right now. You can change it to whoever is the generic user that will create the ticket.

OUTPUT VARIABLES: Output Variables to be mentioned in this Table.				
Variable Name	**Type**	**Mandatory**	**Purpose**	**Example Output**
Incident Number	Text	Yes	Incident number of the created ticket	Example: INC0010347

4. Support & FAQs

4.1 Support

Free bots are not officially supported.   You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on APeople – the Bot Building Forum, the Bot Store Support Forum, or the Developers Everywhere Group.
- Automation Anywhere also provides a Product Documentation portal which can be accessed for more information about our products and guidance on Enterprise A2019.

4.2 FAQs

For questions relating to Enterprise A2019: See the Enterprise A2019 FAQs.

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1	1.0	10/21/20	Shoaib Ali	Document Created

Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click here
2	Guidance: Building basic A2019 bots	Click here
3	Guidance: Building A2019 action packages	Click here
4	APeople Community Forum	Click here
5	Automation Anywhere University	Click here