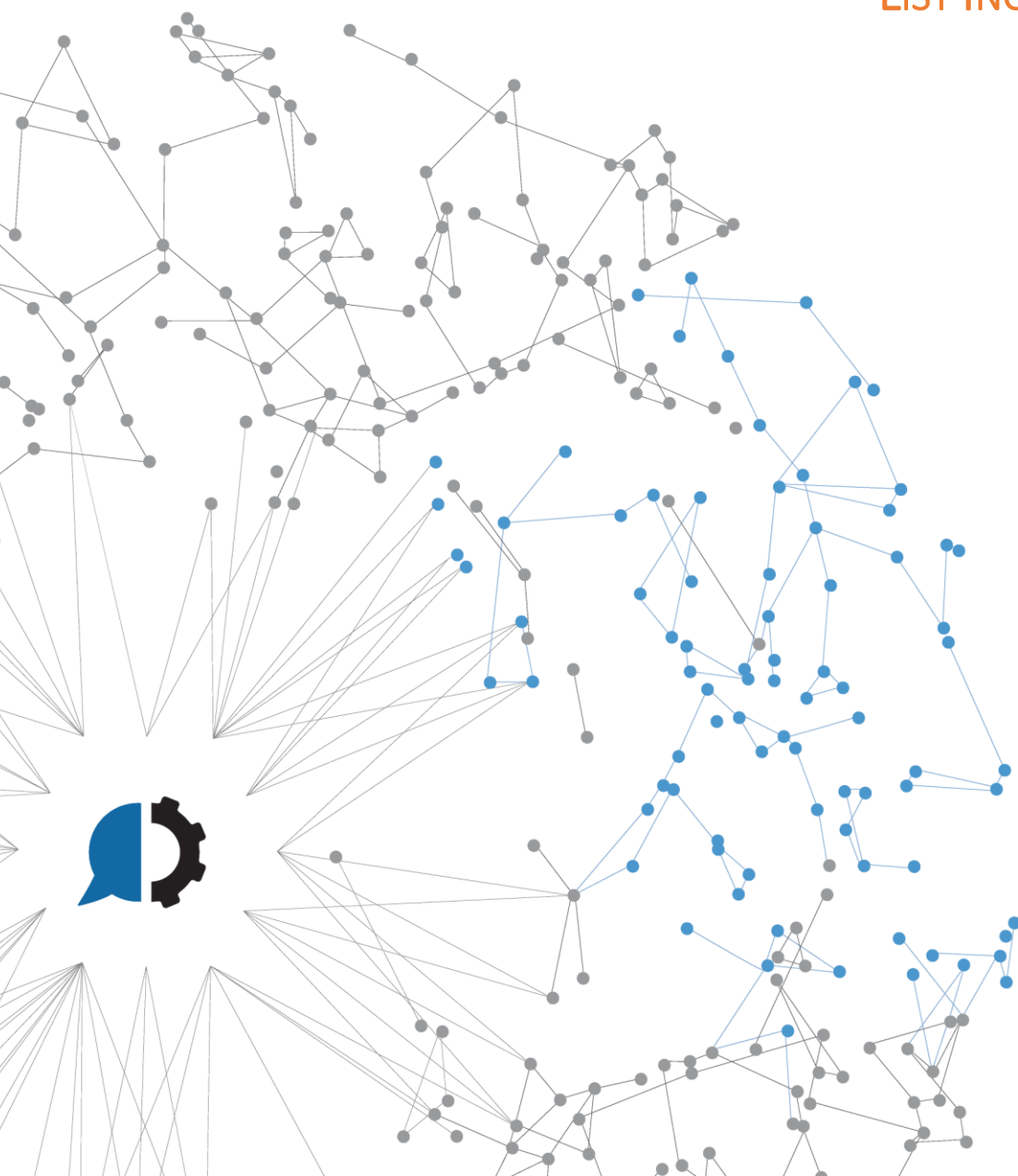




SERVICENOW BOT

LIST INCIDENTS TO EXCEL





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OVERVIEW

This how to guide introduces the *ServiceNow Bot - List Incidents to Excel*. Instead of spending precious time and resources on repetitive, manual tasks, let Automate go to work and streamline your IT and business processes with robotic process automation. With the help of Automate we can take over manual steps which greatly reduces the repetitive activities and improves the quality and consistency of the work. The top processes being Automated are reports generation, file movement, data import and export, and scheduling batch processing.

ServiceNow Bot - List Incidents to Excel is based in the ServiceNow REST API, specifically the Table API module. It executes an API Table request in order to get the list of incidents based on the specification provided. The Excel output file will be automatically create with the next name pattern example: `ServiceNowIncidents_13022020_121736.xlsx` in the task folder.

You will find the possible configuration in the [HOW TO EXECUTE THE SERVICENow BOT - LIST INCIDENTS TO EXCEL](#) section.



PREREQUISITES

- **Automate:** The SERVICENOW BOT depends on Automate software in order to work. The minimal supported versions are:
 - [Automate Ultimate 11.2](#)
 - [Automate Plus 11.2](#)
 - [Automate Desktop 11.2](#)
- **Automate Markup Language file (.AML):** The primary file type used in Automate which contains the steps of our ServiceNow BOT task
- **ServiceNow:** Our minimal requirements are
 - [ServiceNow REST API - Table API – Enabled](#): You can check the ServiceNow documentation in this [link](#).
 - [Service Now User account](#): With the appropriate permissions to execute ServiceNow Table API requests. You can check the ServiceNow documentation related with **Table access and ACLs** in this [link](#).
- **Automate constants to be created to set the ServiceNow connection values:**
 - [const_ServiceNowURL](#): ServiceNow URL for connection.
 - [const_ServiceNowUserName](#): ServiceNow Login User Name.
 - [const_ServiceNowUserPassword](#): ServiceNow Login User Password.

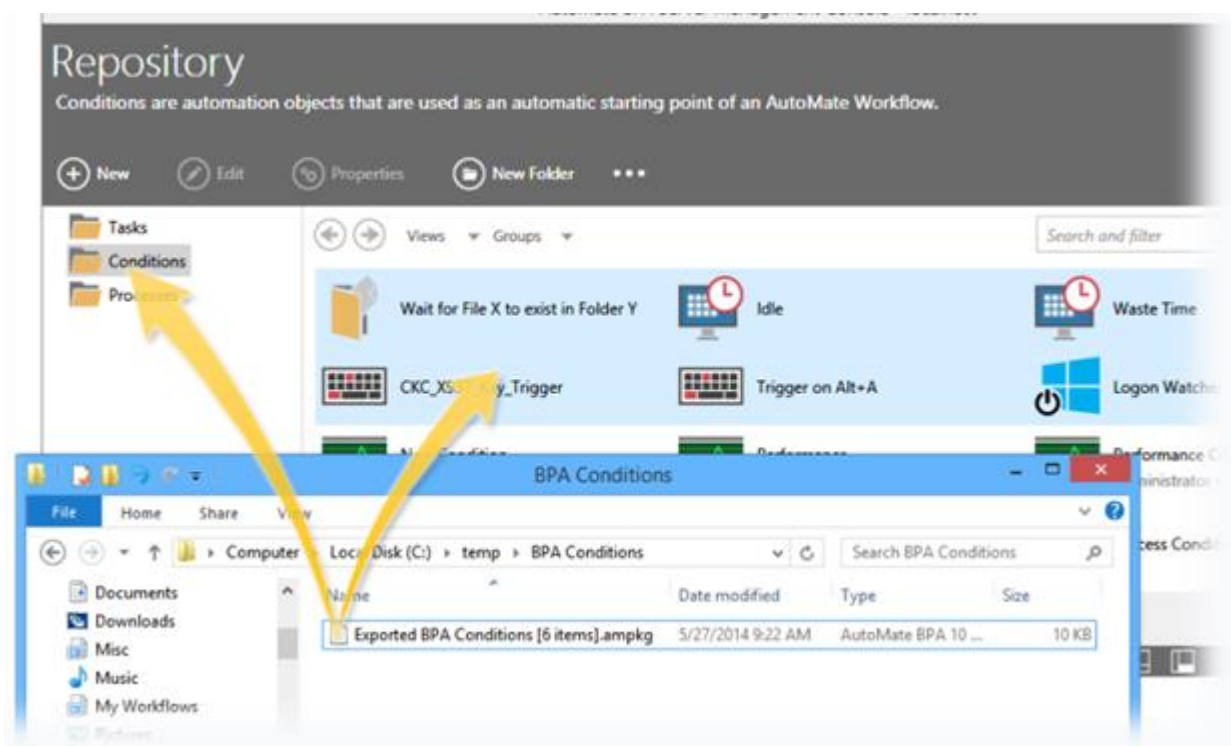


HOW TO IMPORT AN AUTOMATE TASK

Compatible file types can be imported to the repository via drag-and-drop

From the [Server Management Console](#), navigate to the Repository section

Drag the desired file(s) from its original location and drop them into the folder in the [SMC](#). Files can be dropped into the folder icon or the main panel (as shown below). Imported object(s) are automatically placed into their corresponding repository location.



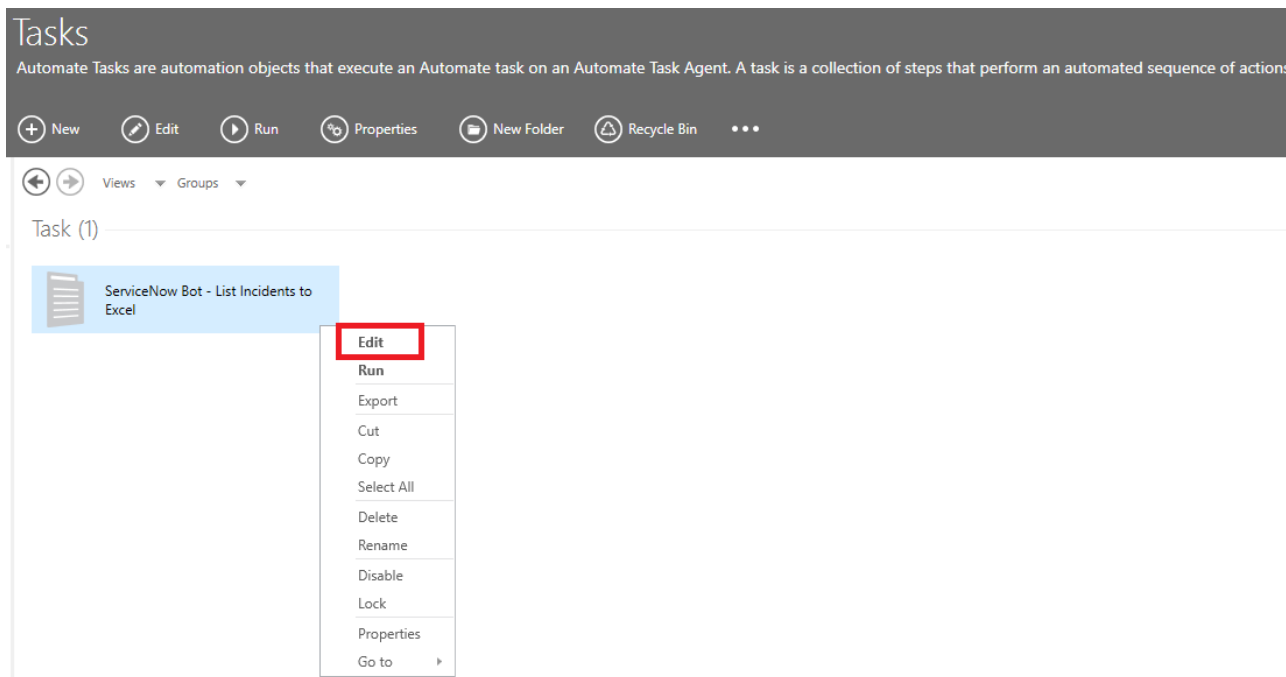


HOW TO EXECUTE THE SERVICENOW BOT - LIST INCIDENTS TO EXCEL

If this is the first time running this task, we will need to set some parameters

Open the [Server Management Console](#) and locate the imported task

Edit the imported task by right clicking on the task and selecting [edit](#)



From [step 2](#) edit the next variables according to you desired output:

- **var_FieldstoRetrive**: List of Fields separated by comma (,) or semicolon (;) that will be retrieve and stored in the excel file. The output excel will have the same order. Do not leave a (,) or (;) at the end and do not use spaces.

By default, these are the fields set to be retrieved:

number,opened_at,sys_id,caller_id,category,subcategory,business_service,cmdb_ci,impact,urgency,assignment_group,short_description,description

- **var_MaxNumberIncidentsToRetrieve**: The maximum number of incidents to retrieve. By default, it is set to 10.
- **var_FromDaysBefore**: From incidents posting date. Number of back days to calculate the FROM date for list generation.

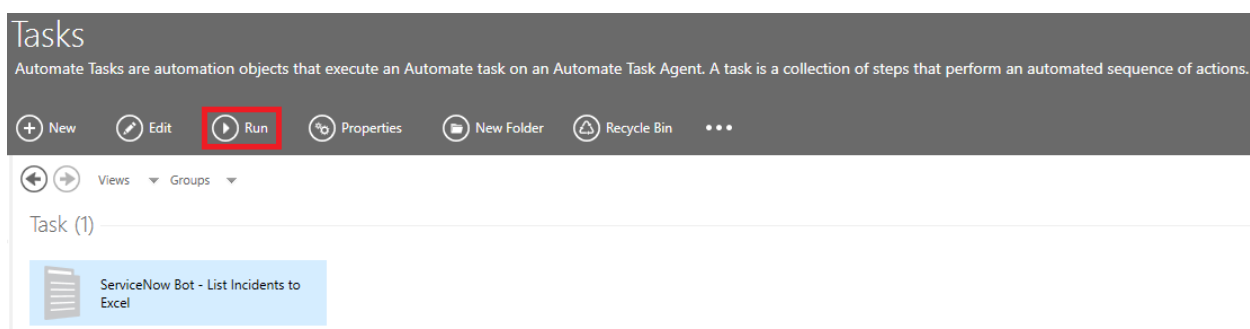


- **var_IncidentState**: State or Status of the incidents to be retrieve. By default, is 1 (New).

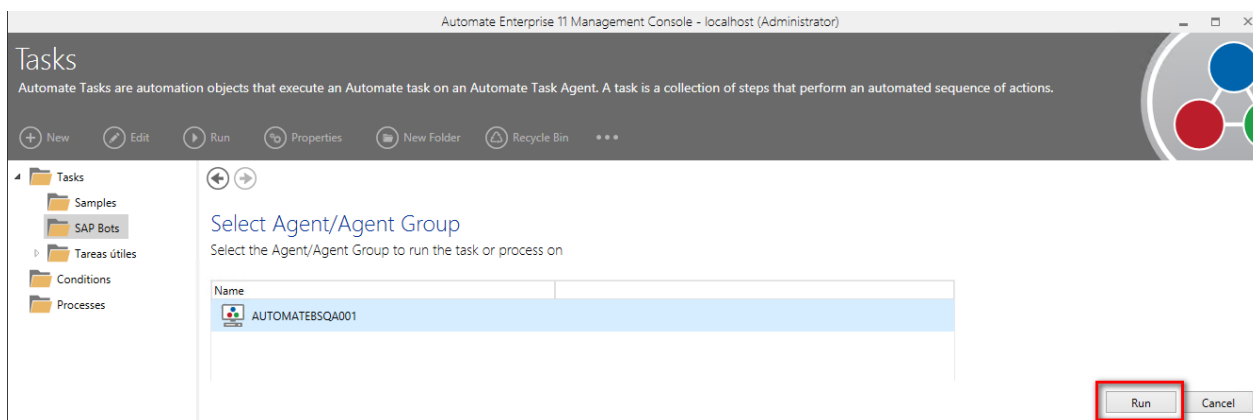
Possible states in ServiceNow: New 1, In Progress 2, On Hold 3, Resolved 6, Closed 7, Canceled 8.

Save and close the task

Select the task and click on **Run**



Select your **Agent** and click on **Run** again





APPENDIX A – SERVICENOW INCIDENTS VIEW AND EXCEL EXAMPLES

ServiceNow Incidents view example:

Resulting Excel file:

ServiceNowIncidents_13022020_121736.xlsx

A1	number	opened_at	sys_id	caller_id	category	subcategory	business_service	cmdb_ci	impact	urgency	assignment_group	short_description	description
1	number	opened_at	sys_id	caller_id	category	subcategory	business_service	cmdb_ci	impact	urgency	assignment_group	short_description	description
2	INC0010013	2020-02-13 07:00:18	e33c4080db830010e14e1fc7689619c5	System Administrator	Hardware	CPU	IT Services	*ASSET-IBM	3 - Low	3 - Low	Help Desk	Automate Test 1	This a test from Automate Enterprise
3	INC0010014	2020-02-13 07:00:21	1c4ccc80db830010e14e1fc7689619a9	System Administrator	Hardware	CPU	IT Services	*ASSET-IBM	3 - Low	3 - Low	Help Desk	Automate Test 2	This a test from Automate Enterprise
4													
5													
6													
7													
8													
9													
10													
11													
12													

File naming pattern:

ServiceNowIncidents
13022020
121736

Base Name

Represents the date of execution (ddMMyyyy)

Represents the execution hour (Hmss)

Note: The output file will be created in the task folder: C:\Automate\Tasks\<<TASK NAME>>.



APPENDIX B - TROUBLESHOOTING

- Logs: Each iteration of our BOT creates a Log file for troubleshooting. You can locate the log file under C:\Automate\Tasks\<<TASK NAME>>. By Default, the task name is *ServiceNow Bot - List Incidents to Excel*.



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