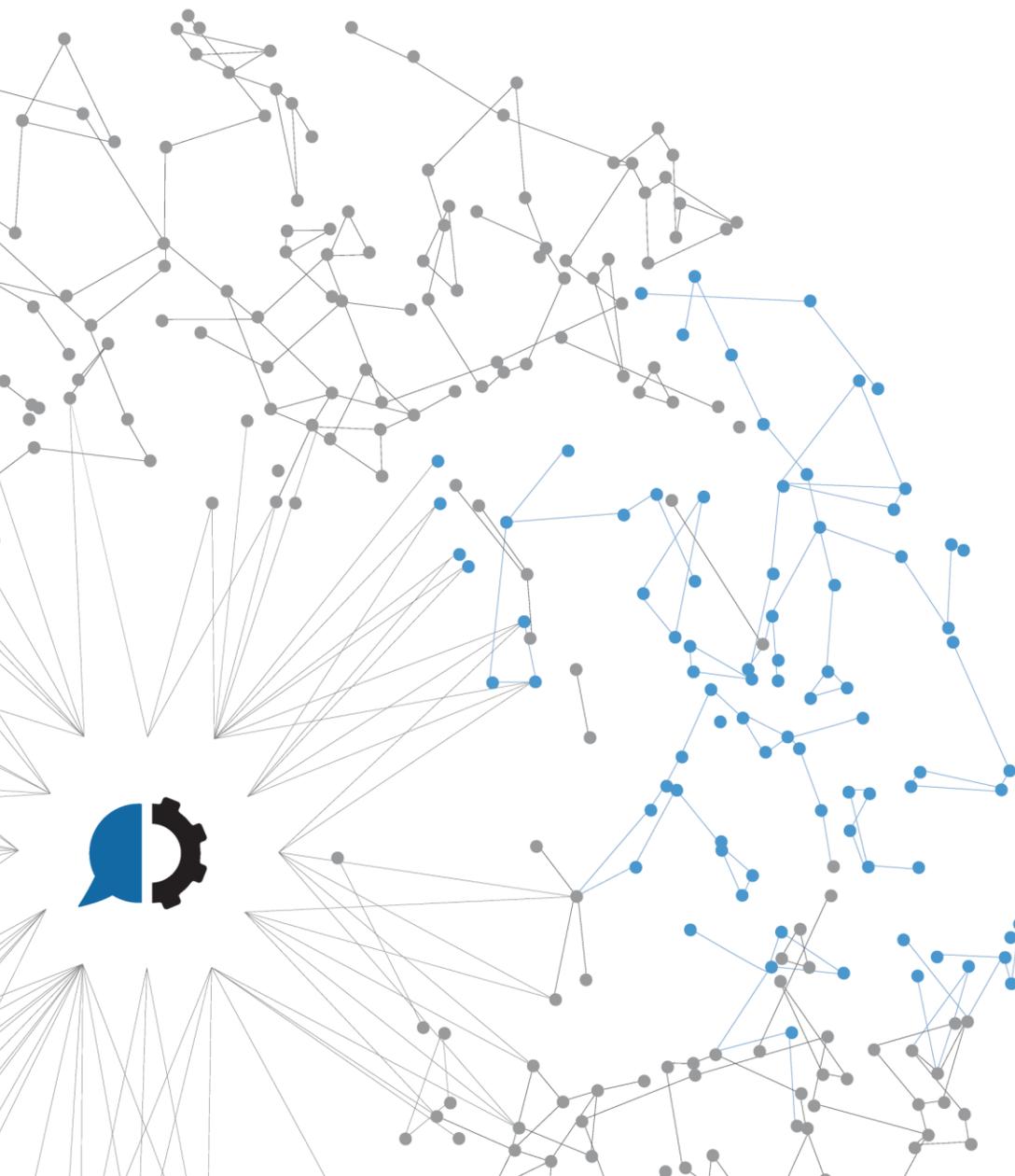




# SERVICENOW BOT

CLOSE INCIDENTS





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## OVERVIEW

This how to guide introduces the *ServiceNow Bot - Close Incidents from Excel INPUT*. 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 - Close Incidents*** is based in the ServiceNow REST API, specifically the Table API module. It executes an API Table request in order to close incidents based on the specification provided in the Excel INPUT file provided with this Bot.

You will find the details on attributes for the incidents to be closed in the [HOW TO GENERATE THE INPUT FILE](#) 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.

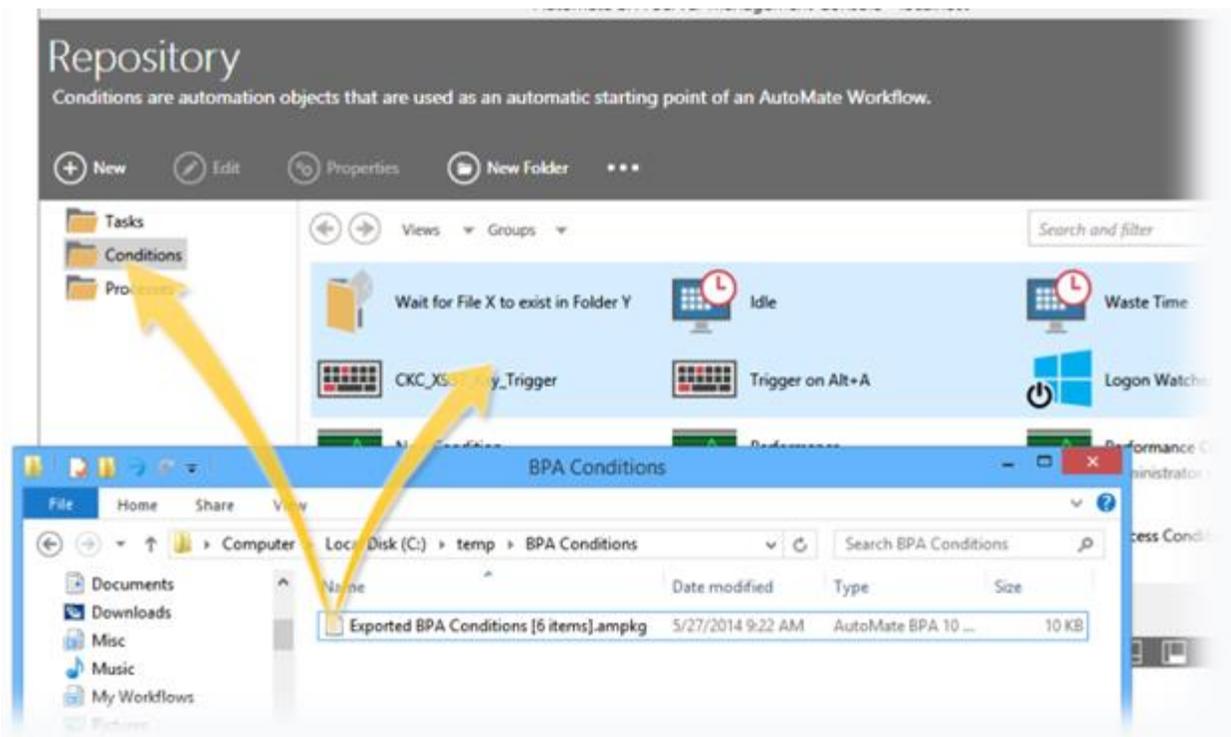


## HOW TO IMPORT AN AUTOMATE TASK

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 GENERATE THE INPUT FILE

The input file *“Service Now Close Incidents INPUT.xlsx”* shipped with the ServiceNow BOT provides a self-explanatory guide to complete all the fields in your transaction.

### The Excel INPUT file

	A	B	C	D	E	F	G	H	I
1			Service Now - Incident to be closed (Fields).				Closed?	Result Details	
2	IncidentNumber	Close_code (Solved (Work Around), Solved (Permanently), Solved Remotely (Work Around), Solved Remotely (Permanently), Not Solved (Not Reproducible), Not Solved (Too Costly), Closed/Resolved by Caller)	Knowledge? (X for YES, Blank for No)	Resolved_by	Close_notes	State Code (On Hold 3, Resolved 6, Closed 7, Canceled 8)	Yes/No	Date	Message

#### NOTES:

- **All fields** are mandatory.
- Possible choices for **State Code** (fill only with the number): **On Hold 3, Resolved 6, Closed 7 and Canceled 8.**
- Possible choices for **Close\_Code**: **Solved (Work Around), Solved (Permanently), Solved Remotely (Work Around), Solved Remotely (Permanently), Not Solved (Not Reproducible), Not Solved (Too Costly) and Closed/Resolved by Caller.**
- Columns G to I in the INPUT file will be filled with the result of the execution. See [APPENDIX A](#) for an example on the resulting.

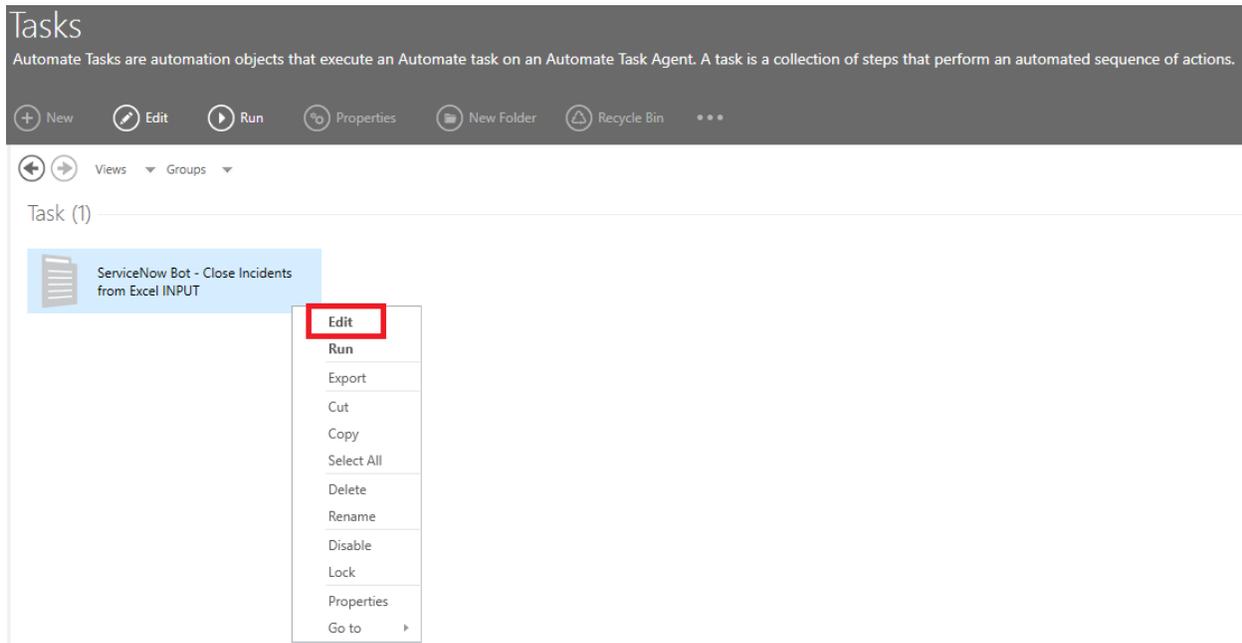


## HOW TO EXECUTE THE SERVICE NOW BOT - CLOSE INCIDENTS FROM EXCEL INPUT

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](#)



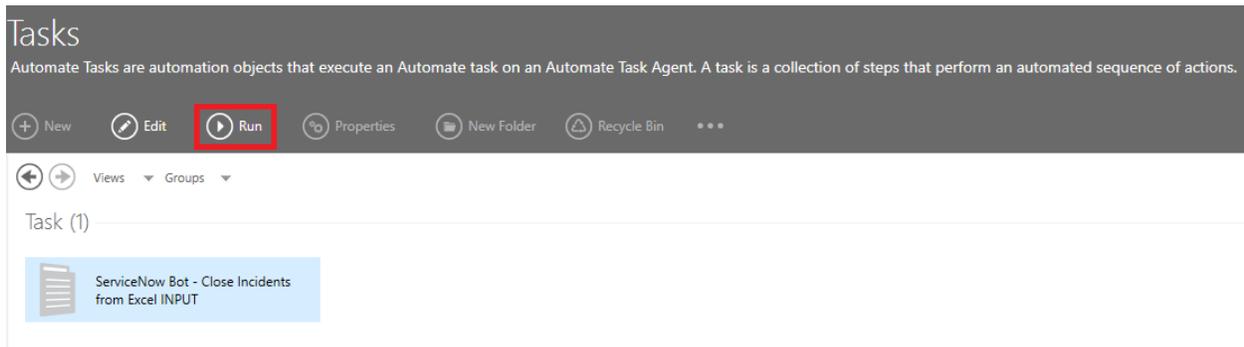
In [step 4](#) edit the next variable according to you desired output:

- [var\\_IncidentsInputFile](#): The path of the “Service Now Close Incidents INPUT.xlsx” filed with the values for incident creation (e.g. C:\Automate\Tasks\ ServiceNow Bot - Close Incidents from Excel INPUT\Service Now Close Incidents INPUT.xlsx).

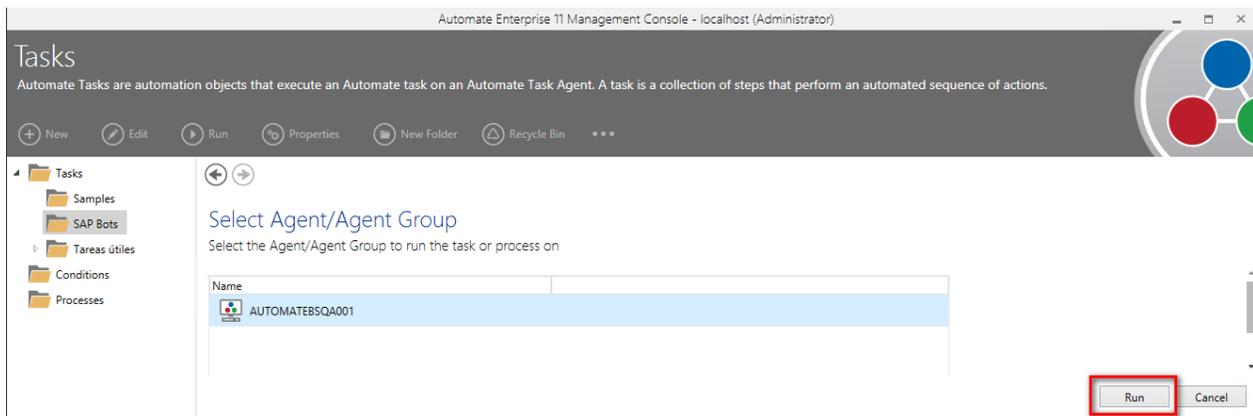
[Save and close](#) the task



Select the task and click on [Run](#)



Select your [Agent](#) and click on [Run](#) again





## APPENDIX A – INPUT EXCEL EXAMPLE AND RESULT IN SERVICE NOW INCIDENTS VIEW

For the next INPUT Excel file....

Service Now - Incident to be closed (Fields).						Closed?	Result Details	
IncidentNumber	Close_code (Solved (Work Around), Solved Permanently), Solved Remotely (Work Around), Solved Remotely (Permanently), Not Solved (Not Reproducible), Not Solved (Too Costly), Closed/Resolved by Caller)	Knowledge? (X for YES, Blank for No)	Resolved_by	Close_notes	State Code (On Hold 3, Resolved 6, Closed 7, Canceled 8)	Yes/No	Date	Message
INC0010028	Solved (Permanently)	X	System Administrator	Closed Automatically by Automate!	7	YES	13/02/2020 3:43:31 PM	The incident was Closed.
INC0010029	Solved (Permanently)	X	System Administrator	Closed Automatically by Automate!	3	YES	13/02/2020 3:43:35 PM	The incident was Closed.
INC0010030	Solved (Permanently)	X	System Administrator	Closed Automatically by Automate!	6	YES	13/02/2020 3:43:40 PM	The incident was Closed.

Note that in the columns G to I the result of the execution will be written:

YES	13/02/2020 3:43:31 PM	The incident was Closed.
YES	13/02/2020 3:43:35 PM	The incident was Closed.
YES	13/02/2020 3:43:40 PM	The incident was Closed.

The result in ServiceNow will be:

All > Caller = System Administrator

Number ▼    Opened    State

	Search	Search	Search
<input type="checkbox"/>	<a href="#">INC0010030</a>	2020-02-13 10:19:18	Resolved
<input type="checkbox"/>	<a href="#">INC0010029</a>	2020-02-13 10:19:15	On Hold
<input type="checkbox"/>	<a href="#">INC0010028</a>	2020-02-13 10:19:11	Closed

Actions on selected rows... ▼



## 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 - Close Incidents from Excel INPUT*.



### **About HelpSystems**

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and Automate processes, encrypt and secure data, and provide easy access to the information people