

## About Create Problem In ServiceNow

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This Skill is used for creating a new problem in Service Now application.

## Additional Files to Download

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Download the sample XLSX file from the Additional Information Tab of this Skill from the Marketplace. And Copy it in the local folder such that it can be accessed by the Automation Studio.

1. SNOW\_NY\_Create Problem.xlsx – This is the configuration Excel file contains input data.

## How to Configure

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### **User Configuration:**

1. In the Home menu of the studio, double-click the process you have imported.
2. Click the Edit option at the top.
3. Edit the input excel provided and mentioned the details you want to get from excel.
4. Fill up SNOWNY.xlsx with the ServiceNow login credentials in 'Login' sheet & list of Mandatory inputs in 'CreateProblem' sheet for creating new problem.
5. Update the 'configFilePath' in-argument value in the 'Arguments' tab.
6. Update your ServiceNow Instance Url in WebApps.
7. Based on the input value, Launches the Service Now URL.
8. Gets the Login info from excel (login sheet) and log-in to Servicenow dashboard.
9. Using the mandatory fields listed in the excel (CreateProblem sheet), types into service now and creates a new problem
10. Gets the created problem number and prints into the same excel sheet in a separate column (Problem Number)
11. At the top-right, click Setup Environment, and then click Test Run.
12. Upon successful test, the skill is ready to run application.

## Error Codes

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- 100 – System Define Exception.

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