vCO ServiceNow Plug-in

User Manual

Interra Information Technologies





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About This Book

The ServiceNow Plug-in Deployment Guide explains how to deploy the Service Now Plugin in VMware Orchestrator

Intended Audience

This information is intended for anyone who is installing and configuring the ServiceNow Plug-in, and using the workflow library, actions, and API classes. The information in this document is written for experienced users who are familiar with vCenter Orchestrator workflow development, and VMware vSphere. For more information about vCenter Orchestrator, see http://www.vmware.com/support/pubs/orchestrator_pubs.html. For more information about vCenter Server 5.0, see http://www.vmware.com/support/pubs/orchestrator workflow development, and VMware vSphere. For more information about vCenter Orchestrator, see http://www.vmware.com/support/pubs/orchestrator_pubs.html.

Procuring Plug-in & Additional Support Services

For any queries and information on the process for receiving the plug-in and additional services, you may contact ServiceNow Plug-in Sales Support through email: Email support: Sales_snplugin@interrait.com

Technical Support

For any technical queries, suggestions or more information, you may contact ServiceNow Plug-in Technical Support through email: Email support: <u>SupportSN@interrait.com</u>



Introduction

Many users require IT operational and service management tasks to be tracked and handled through ServiceNow. A vCO ServiceNow plug-in can offer automation of the common business processes related to IT service management and allow customization of already automated processes. This user manual explains basic know how of using Service Now Plug-in with vCO.

Components for vCO ServiceNow Plug-in

The vCO implements the following components of the Service Now Plug-in

- a. Incident management,
- b. Problem management,
- c. Task management,
- d. Change management

Once the plug-in will expose the Service Now APIs for Incident management, Problem management, Task management and Change Management, the users can use the Service Now API functionalities in automated way using vCO workflows.



1. Incident Management

The Service-Now platform supports the Incident Management process. Few of the features related to incident management may be automated through vCO by providing following set of operations-

Possible Operations:

- a. Insert Incident: This enables the automatic creation of incidents
- b. Update Incidents:
 - 1. Resolve Incident: vCO checks for any resolved incident and updates its status to "Resolved"
 - 2. Update Incident by adding comments.
 - 3. Update Incident- Add Watch List: Add self or user or an email to Watch list
 - 4. Update Incident- Add Workflow Notes: Append incident to facilitate communication and serve as updates between the concerned parties
 - 5. Update Incident by editing it short description
- c. Retrieve Incident: Allow escalating and managing the incidents
- d. Delete Incident: Delete existing Incident

Monitoring ServiceNow for Events in Incident Management

Monitoring the incidents logged in ServiceNow by periodically checking for changes in ServiceNow, where the polling time will be configurable and propagating the events as vCO events. This will allow vCO workflows to be executed using the information from the events.

Execution of workflows under Incident Management

1.1 Insert Incident:

- a. Right Click on Insert Incident and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)

Start Workflow : In	nsert Incident	
ServiceNowInstance	demo03.service-now.com	C
AssignedTo	Test@mycompany.com	
CallerId	Test	
Description	Test	
ShortDescription	Test	
		Reset to default Cancel Submit



Incident 1

1.2 Resolve Incident:

- a. Right Click on Resolve Incident and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number

😇 Start Workflow : Resolve Incident			×	
ServiceNowInstance	demo03.service-now.com			8
Incident_number	INC0010181			
		<u>R</u> eset to default	<u>C</u> ancel	<u>S</u> ubmit

Incident 2

1.3 Retrieve Incident:

- a. Right Click on Retrieve Incident and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number

Start Workflow : Retrieve Incident		×
ServiceNowInstance	🕕 demo03.service-now.com	8
Incident_number	INC0010181	
	Reset to defau	lt <u>C</u> ancel <u>S</u> ubmit

Incident 3

1.4 Update incident:

- a. Right Click on Update Incident and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)



💽 Start Workflow : Update Incident		
ServiceNowInstance	() demo03.service-now.com	
Incident_number	333	
Comments	Test	
Description	Test	
ShortDescription	Test	
	Reset to default Cancel Submit	

Incident 4

1.5 Update Incident Add Comments:

- a. Right Click on Update Incident Add Comments and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number
- e. Write a comment

Start Workflow : Update Incident Add Comments		
Service Now Instance	demo03.service-now.com	8
Incident_number	INC0010181	
Comments	Test	
		Reset to default Cancel Submit

Incident 5

1.6 Update Incident Add Watch List:

- a. Right Click on Update Incident Add Watch List and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number
- e. Add a watch list



可 Start Workflow : Update Incident Add Watch List		
Service Now Instance	() demo03.service-now.com	e
Incident_number	NC0010181	
Watch List	Test	
	<u>R</u> eset to d	lefault <u>C</u> ancel <u>S</u> ubmit

Incident 6

1.7 Update Incident Add Workflow Notes:

- a. Right Click on Update Incident Add workflow Notes and select Start Workflow
- b. Input the parameters (as depicted in the screenshot)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number
- e. Add Work Notes

可 Start Workflow : Update Incident Add Workflow Notes 🛛 🛛 🔀			
Service Now Instance	() demo03.service-now.com		
Incident_number	INC0010181		
Work Notes	Test		
	Reset to default Cancel Submit		

Incident 7

1.8 Update Incident Short Description:

- a. Right Click on Update Incident Short Description and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Select the ServiceNow Instance
- d. Mention Incident Number
- e. Add a Short description



💽 Start Workflow : Update Incident Short Desc		
Service New Instance	A demo03 service-now com	
Incident_number	INC0010181	
ShortDescription	Test	
	<u>R</u> eset to	default <u>C</u> ancel <u>S</u> ubmit

Incident 8

1.9 Delete Incident:

- a. Right Click on Delete Incident and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Incident Number

🤨 Start Workflow : Delete Incident				×
ServiceNowInstance	l demo03.service-now.com			8
Incident_number	INC0010181			
		Reset to default	<u>C</u> ancel	<u>S</u> ubmit

Incident 9



2. Change Management

Service-Now helps implement your Change Management process by providing on-demand capabilities for creating, assessing, approving and implementing changes to your environment.

Possible Operations:

- a. Insert a new change: Enabling the automatic creation of incidents
- b. Allow assigning of change to appropriate groups and or users
- c. Updating change:
- d. Retrieve Change: Allow escalating and managing the change
- e. Delete Change: Delete existing Change

Monitoring ServiceNow for Events in Change Management

Monitoring the change requests logged in ServiceNow by periodically checking for changes in ServiceNow, where the polling time will be configurable and propagating the events as vCO events. This will allow vCO workflows to be executed using the information from the events.

Execution of workflows under Change Management

2.1 Insert Change:

- a. Right Click on Insert Change and select Start Workflow.
- b. Input the parameters as requested(Please refer screenshot for the same)

Start Workflow : Insert Change		
ServiceNowInstance	() demo03.service-now.com	
AssignedTo	Test	
ShortDescription	Test	
Description	Test	
	Reset to default Cancel Submit	

Change 1

2.2 Retrieve Change:

- a. Right Click on Retrieve Change and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the ServiceNow Instance



d. Mention Change Number

😇 Start Workflow : R	etrieve Change		×
ServiceNowInstance	demo03.service-now.com		8
Change_number			
		<u>R</u> eset to default <u>C</u> a	ancel <u>S</u> ubmit

Change 2

2.3 Update Change:

- a. Right Click on Update Change and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Change Number
- e. Add a Short description
- f. Add a Description

可 Start Workflow : Upd	ate Change 🔀
ServiceNowInstance	🚯 demo03.service-now.com
Change_number	CHG0030081
ShortDescription	Test
Description	Test
	Reset to default Cancel Submit

Change 3

2.4 Delete Change:

- a. Right Click on Delete Change and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the Service Now Instance
- d. Mention Change Number



可 Start Workflow : [velete Change			X
ServiceNowInstance	demo03.service-now.com			8
Change_number	CHG0030081			
		<u>R</u> eset to default	<u>C</u> ancel	<u>S</u> ubmit

Change 4



3. Problem Management

Problem Management helps to identify the cause of an error in the IT infrastructure reported as occurrences of related incidents. The ServiceNow platform supports the Problem Management process with capabilities to record problems, create knowledge from problems, request changes, assign to appropriate groups, escalate, and manage through to resolution and reporting.

Possible Operations:

- a. Insert a new Problem: Enabling the automatic creation of incidents
- b. Allow assigning of problem to appropriate groups and or users
- c. Updating Problem:
- d. Retrieve Problem: Allow escalating and managing the problem
- e. Delete Problem: Delete existing Problem

Monitoring ServiceNow for Events in Problem Management

Monitoring the problems logged in ServiceNow by periodically polling for changes in ServiceNow, where the polling time will be configurable and propagating the events as vCO events. This will allow vCO workflows to be executed using the information from the events.

Execution of workflows under Problem Management

3.1 Insert Problem:

- a. Right Click on Insert Problem and select Start Workflow.
- b. Input the parameters as requested(Please refer screenshot for the same)

可 Start Workflow : Ir	sert Problem >]
ServiceNowInstance	🚯 demo03.service-now.com)
AssignedTo	Test	
ShortDescription	Test	1
Description	Test	1
State	1.0	1
		-
	Reset to default Cancel Submit	

Problem 1



3.2 Retrieve Problem:

- a. Right Click on Retrieve Problem and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Problem Number

可 Start Workflow : R	etrieve Problem			×
ServiceNowInstance	demo03.service-now.com			8
Problem_number	PRB0040030			
		<u>R</u> eset to default	<u>C</u> ancel	<u>S</u> ubmit

Problem 2

3.3 Update Problem:

- a. Right Click on Update Problem and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)

🝯 Start Workflow : Upd	ate problem 🔀
ServiceNowInstance	🚯 demo03.service-now.com 📀
Problem_number	PRB0040030
AssignedTo	Test
State	1.0
ShortDescription	Test
	Reset to default Cancel Submit

Problem 3

3.4 Delete Problem:

- a. Right Click on Delete Problem and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Problem Number



elete Problem		×
demo03.service-now.com		
PRB0040030		
	<u>R</u> eset to default	<u>C</u> ancel <u>S</u> ubmit
	elete Problem demo03.service-now.com PRB0040030	elete Problem

Problem 4



4. Task Management

Task Management is about harmonizing the processes creating tasks. Tasks are basic units of repeatable IT activities. High frequency, repeatable and consistent activities are candidates for automation via vCO.

Possible Operations:

- a. Insert a new Task: Enabling the automatic creation of incidents
- b. Allow assigning of task to appropriate groups and or users
- c. Updating Task:
- d. Retrieve Task: Allow escalating and managing the incidents
- e. Delete Task: Delete existing Incident

Execution of workflows under Task Management

4.1 Insert Task:

- a. Right Click on Insert Task and select Start Workflow.
- b. Input the parameters as requested(Please refer screenshot for the same)

🧧 Start Workflow : In	ert Task	¢
ServiceNowInstance	() demo03.service-now.com	3
AssignedTo	Test	
Description	Test	
ShortDescription	Test	
		_
	Reset to default Cancel Submit	

Task 1

4.2 Retrieve Task:

- a. Right Click on Retrieve Task and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Task Number



😇 Start Workflow : R	etrieve Task		×
ServiceNowInstance	demo03.service-now.com		8
Task_number	TASK0020067		
		<u>R</u> eset to default	Cancel Submit

Task 2

4.3 Update Task:

- a. Right Click on Update Task and select Start Workflow
- b. Input the parameters as requested(Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Task Number
- e. Add a Short Description
- f. Add a Description

🝯 Start Workflow : Up	date Task 🛛 🔀
ServiceNowInstance	() demo03.service-now.com
Task_number	TASK0020067
ShortDescription	Test
Description	Test
	<u>R</u> eset to default <u>C</u> ancel <u>S</u> ubmit

Task 3

4.4 Delete Task:

- a. Right Click on Delete Task and select Start Workflow
- b. Input the parameters as requested (Please refer screenshot for the same)
- c. Specify the ServiceNow Instance
- d. Mention Task Number



可 Start Workflow : D	elete Task			×
ServiceNowInstance	demo03.service-now.com	 		8
Task_number	TASK0020067			
		Departure de Cault	0	Cutura
		Reset to default	Cancel	Submit

Task 4



5. Policy Engine

The policy engine allows monitoring and event generation to react to changing conditions. Policies can aggregate events from the platform or any of the plug-ins, which allows you to handle changing conditions on any of the integrated technologies.

Monitor certain events in the plugged-in technology and start operations in the Orchestrator server if the events occur. Policies can monitor policy triggers and policy gauges. Policy triggers define an event in the plugged-in technology that, when it occurs, causes a running policy to start an operation in the Orchestrator server, for example running a workflow.

Steps to create a policy:

- a. Navigate to policy tab
- b. Click on the drop down arrow
- c. Select Create New Policy

可 ¥Mware vCenter Orchestrator - A	dministrator @ 192.168	3.111.200			_ 8 ×
Orchestrator Viewer Selection	Tools Admin Wind	low Help			
					<u> </u>
My Orchestrator	Provision_vD	C_Vm			vm ware [,]
Onfigurations	General Scripti	ng Events Logs Per	missions		
Packages	Name -	Provision_vDC_Vm			
Web Views	Legal owner - Startup -	On server startup. DON'T sta	rt the policy		v
Scheduler	Priority -	Very low	,		v
Ref Workflows	Startup user	- administrator			
Actions	User permissions	✓iew contents	Add to package	✓Edit contents	
Resources	Description -	-			^
Policy Templates					
Policies	Sort by	•			•
Name	Create new policy				
Provision_vDC_Vm	Apply Policy				
	Apply Policy As				
Authorizations					
inventory					
Connected as Administrator (Administrato	pr)		Server versi	on : 4.2.0 build 5277 Application version	: 4.2.0 build 5277 🚥



d. Input Policy Name

Orchestrator Viewer Selection Tool	s Admin	Window Help				Q
My Orchestrator		Provision_vD	C_Vm			vm ware [.]
Configurations		General Scripti	ng Events Logs P	ermissions		
Packages		Name -	Provision_vDC_Vm			
Mah Viewe		Legal owner -	- Check signature			party.
S Web views		Startup -	On server startup, DON'T s	tart the policy		*
Scheduler		Priority -	Very low			T
a Workflows		Startup user -	- administrator			
Actions		User permissions	View contents	Add to package	Edit contents	
		Description -	-			
Policy Templates		Policy na	ame	X		
Dolicies	•	Name :	Provision_vDC_Vm			-
Name			Cance			1000
aaaaaaaaaa						
Provision_vDC_Vm						
Test1						
Service Now Incident Creation Policy						
Virender Virender						
Star Star						
Service Now Incident Updation Policy						
G Test						
ServiceNow Problem Creation Policy						
Service Now Incident						
D Inventory						
Connected as Administrator (Administrator)				Server v	ersion : 4.2.1 build 555 Application version	on : 4.2.1 build 555 🚥

- e. Click on OK
- f. A new policy will be created
- g. Right click on the newly created policy
- h. Click on Edit



Orchestrator Viewer Selection Tools Admin / □	Window Help				٩
My Orchestrator	Provision_vDC_Vm				vm ware [.]
Configurations	General Scripting Events	Logs Permissions			
Dackages	Provision_vDC_Vm				
Web Views	I tag-0 - (ServiceNowITS	M:ServiceNowInstance) : demo03).service-now.com		
3 Scheduler					
Sea Workflows					
Actions	General				
Resources	R + X 10 10	Туре	Value	Description	1
Policy Templates			14		
Policies	*				
Name					
aaaaaaaaaaa					
Provision_vDC_Vm					
Test1					
Service Now Incident Crea 💧 Export as template					
Virender 🗶 Delete					
Edit access rights					
Service Now Incident Upd	Ctrl+E				
Test					
ServiceNow Problem Creation Policy					
Service Now Incident					
a Authorizations					
Nventory					
Connected as Administrator (Administrator)			Server version : 4.2.1 build 555	Application version :	1.2.1 build 555 🚥

Policy Engine 3

- i. Navigate to the Scripting Tab
- j. Right Click on the policy and select Add Policy Element

Provision_vDC_Vm						
General Scripting Eve	ents Logs Permissions	<u>×</u>				
⊕ ⊕ □						
Provision_vDC_Vm tag-0 - (Service	Add policy element Add periodic task Add trigger event Add attribute	demo03.service-now.com				

General						
R+ ≫ 🐚 🛍						
🔒 Name	Туре		Value		Description	



k. Select the ServiceNow Instance

Provision_vDC_Vm			
General Scripting Events Logs Pe	rmissions		
© Ш			
■- Provision_vDC_Vm B- B- B tag-0 - (ServiceNowITSM: ServiceNow	/Instance) : demo03.service-now.com		
General			
B + 3< III III	Select a policy element type	×	
Name	Type: VC:ClusterComputeResource VC:ComputeResource VC:DatacenterFolder VC:HostFolder VC:WnFolder VC:HostSystem VC:ResourcePool VC:VirtualApp VC:VirtualApp VC:VirtualMachine ServiceNowITSM:ServiceNowInstance		Description
		Cancel Ok	

Policy Engine 5

I. Right Click on the ServiceNow Instance and select add trigger event



Provision_vDC_Vm	930				
General Scripting Events Log	s Permissions				
💥 🎵 🕂 🏠 Set element					
- - Provision_vDC_Vm - - - - - - - - - - - - -	viceNowInstance): demo03.service-r	iow.com			
General					
Owner – 📳 Kloves3 Service Now (Trigger chooser			×	
Name - tag-0 Type - ServiceNowITSM:ServiceN Description -	Trigger: IncidentUpdated ProblemCreated ProblemUpdated ChangeRequestUpdated ChasgeRequestUpdated TaskCreated TaskUpdated OnInit OnExit	Description Incident Updation Trigger			×
			<u>C</u> ancel	Select trigger	

Policy Engine 6

m. In the screen below write a script and save it

Provision vDC Vm		
General Scripting Events Logs	Darmiesions	
*		
Provision_vDC_Vm GerviceNowITSM:Servic IncidentCreated	ceNowInstance) : demo03.service-now.com	
Workflow Script		
Search API getRecordsTask(string,S getTask(string): Servicel getTaskNumberFromSyst getTaskSUBFromNumber insertChangeRequest(Se insertIncident(ServiceNov Method : getTaskSysIDFromNumber	<pre>System.log("Incident Created"); var number = event.getValue("number"); System.log("Incident number is " + number); var SysId = self.getIncidentSysIDFromWumber(number); System.log("SystemId is " + SysId[0]);</pre>	
Description Task - GetKeys SysID from Number Signature String[] getTaskSysIDFromNumber(string number)	<pre>var categories = Server.getAllWorkflowCategories(); for (i in categories)(getWorkflowSOfCategory(categories[i]);</pre>	
Parameters - number (string)	var workflowidsamen - w; var myInput = new Properties();	¥



Working of the Policy:

- a. Create Policy as mentioned in the above section "Steps to create a policy"
- b. Right click on the policy and select "Start Policy"

Orchestrator Viewer Selection Tools Admin / □ □ □ □ □ □	Window Help				٩
My Orchestrator	Provision_vDC_Vm				vm ware [.]
Configurations	General Scripting Events	Logs Permissions		_	
Packages	Provision_vDC_Vm				
Web Views	🗄 📳 tag-0 - (ServiceNowIT	SM:ServiceNowInstance) : demo03	3.service-now.com		
B Scheduler					
😤 Workflows					
A Actions	Comment		***		
Resources		Tune	Maha	Description	1
Policy Templates		туре	value	Description	
Policies	*				
aaaaaaaaaa					
Provision_vDC_Vm					
Test1					
Service Now Incident 💧 Export as template					
Virender X Delete					
Edit access rights	Othe				
ServiceNow Problem Creation Policy					
Service Now Incident					
authorizations					
P Inventory					
Connected as Administrator (Administrator)			Server version : 4.2.1 build 555	Application version :	4.2.1 build 555 🚥

Policy Engine 8

- c. Go to the Workflow Tab
- d. Start the Poll workflow for Incident Creation



Orchestrator Viewer Selection To	ols Admin	Window Help				
	Autoriti					Q
(i) My Orchestrator		Poll Problem Creation			VIT	ware [,]
Configurations		General Inputs Outputs	Schema Present	ation Parameters References V	orkflow Tokens Events Permiss	ions
Packages		Name - Poll Pr	oblem Creation			
Web Views		Version - 0.	0.0		Show version	n history
3 Scheduler		Owner - Check	signature			
0		User permissions -	ew contents	Add to package	Edit contents	
00 Workflows		Server restart behavior - Resun	ne workflow run			Ψ.
E ⊆ S EmailNotification E ⊂ S Incident C C E Problem		Description -				
Poll Problem Creation Poll Problem Polete Problem Retrieve Problem Provision_yDC_Vm Provision_yDC_Vm Add a vApp virtual machin Copy of Add a vApp virtual	 Start wor Start wor Schedule Schedule Schedule Move wor Duplicate Export wor 	kflow kflow as workflow workflow As kflow workflow	Туре	Value	Description	
	Locking	•	ServiceNowITSM	ServiceNowITS(Not set	P _M ×	
Actions	Reference Validate v	vorkflow	string		12° ×	
Resources	/ Delete all	finished workflow runs				
Policy Templates	🗱 Delete					
O Policies	Edit acces	ize ss rights Ctrl+E				
all Authorizations			1			
Noventory						
Connected as Administrator (Administrator)				Server version : 4.2.1	build 555 Application version : 4.2.1 bu	uild 555 😡

- e. Poll would check if there is any new instance created in the ServiceNow Instance
- f. If an instance is created, it would generate an event which will be listened by the policy
- g. After execution of the above step, triggering starts
- h. On initiation of the trigger, Provision_VM_vDC workflow would be called and hence user interaction would be required
- i. This would in turn create a VM



6. Email Notification:

Service now provides a subscription-based notification mechanism, allowing users to pro-actively subscribe to different items within the system that may be of interest to them. Subscription-based notification enables users with the appropriate role to subscribe to certain notifications and configure conditions and schedules for those notifications. When subscription-based notification is enabled, the system checks the user's subscription preferences before a message is delivered. If the system finds an appropriate subscription record, it checks any filter and schedule preferences relevant to the message. If the preferences permit delivery, the system sends the notification to the device specified email.

How it Works?

- 1) ServiceNow Instance (configured to send email) will send an email to the Email Box
- 2) vCO has in-build Email Plug-in which polls the Mail Box using POP3 Protocol
- 3) Email Plug-in does the following:
 - a) Parse the Email
 - b) Extract the number/details.
 - c) Go to the ServiceNow Instance and get the Details of the various components.

