

# Help Center

Enterprise Service Management

## ServiceNow Integration with Resolve.ai Chatbot

Find More- [resolve.ai/help-center](https://resolve.ai/help-center)



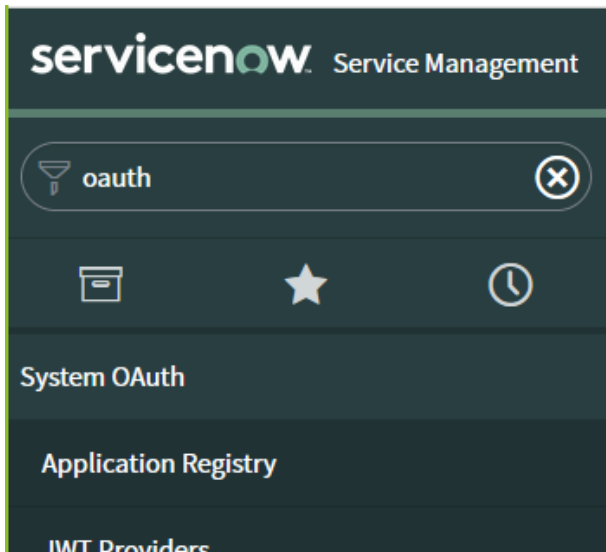
For standard ticketing integration, the following is required:

- Service Account with API access enabled for Resolve.ai
- An Agent Account for Resolve.ai

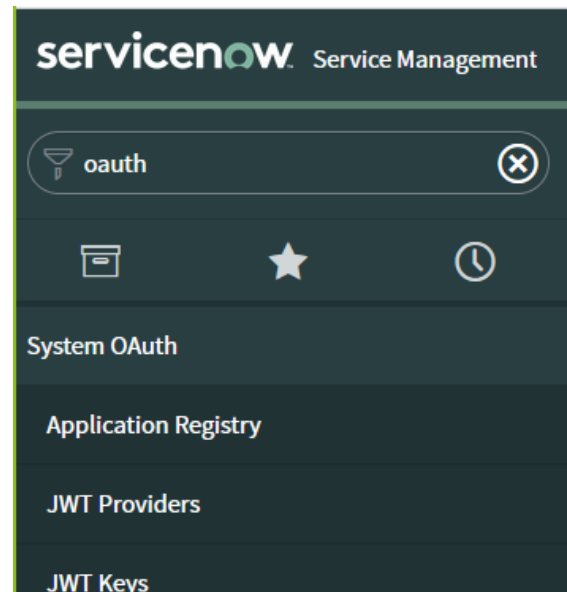
In this document we will guide your ServiceNow Administrator through completing this.

## SETTING UP A SERVICE ACCOUNT WITH API ACCESS

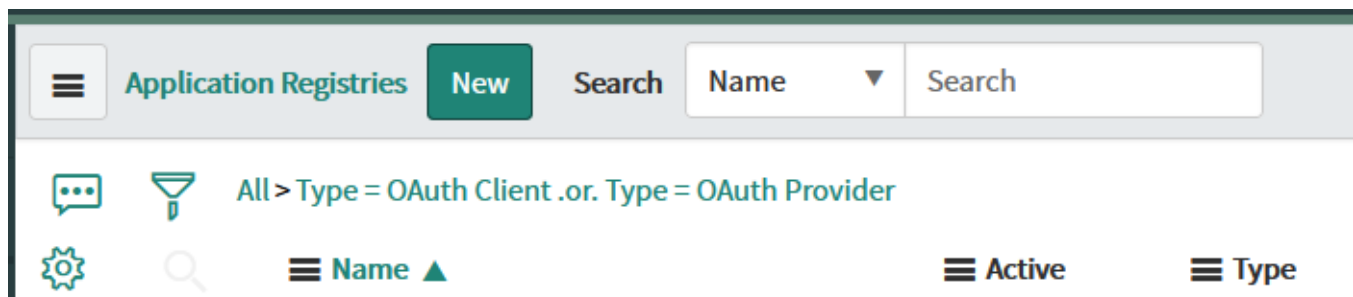
1. Log into ServiceNow using your administrative credentials
2. In the Search of the main menu type "oauth"



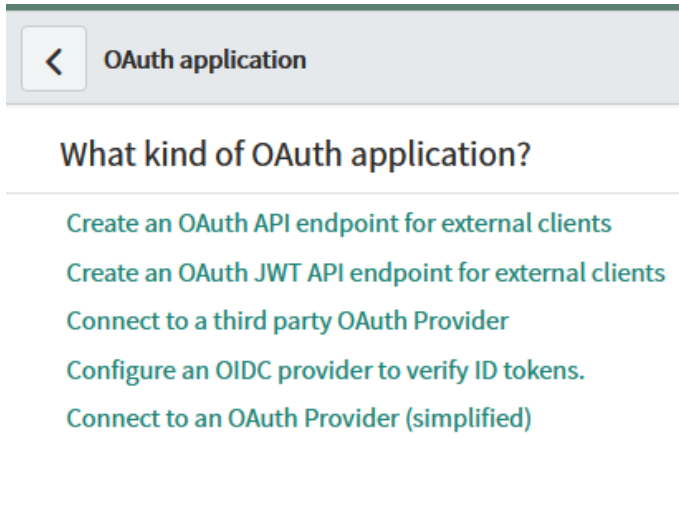
3. Select **Application Registry**



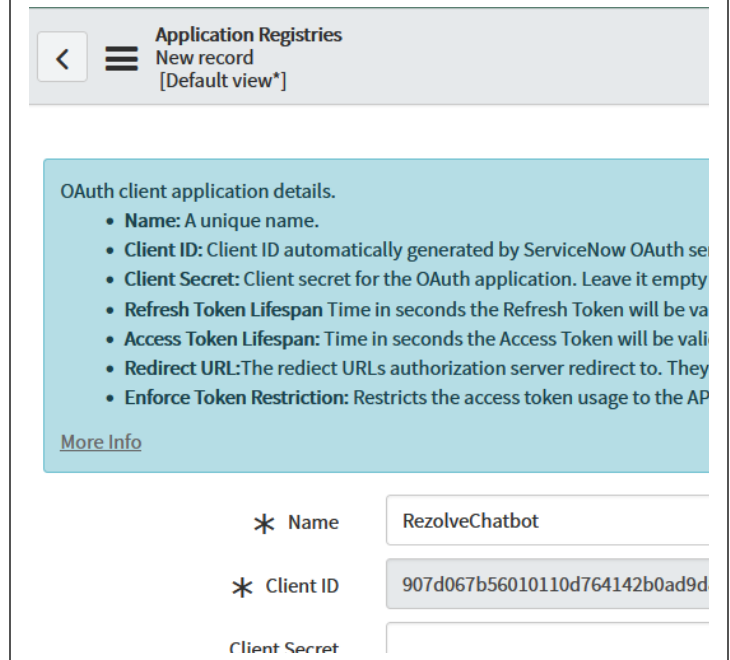
4. Select **New** on the *Application Registries* page



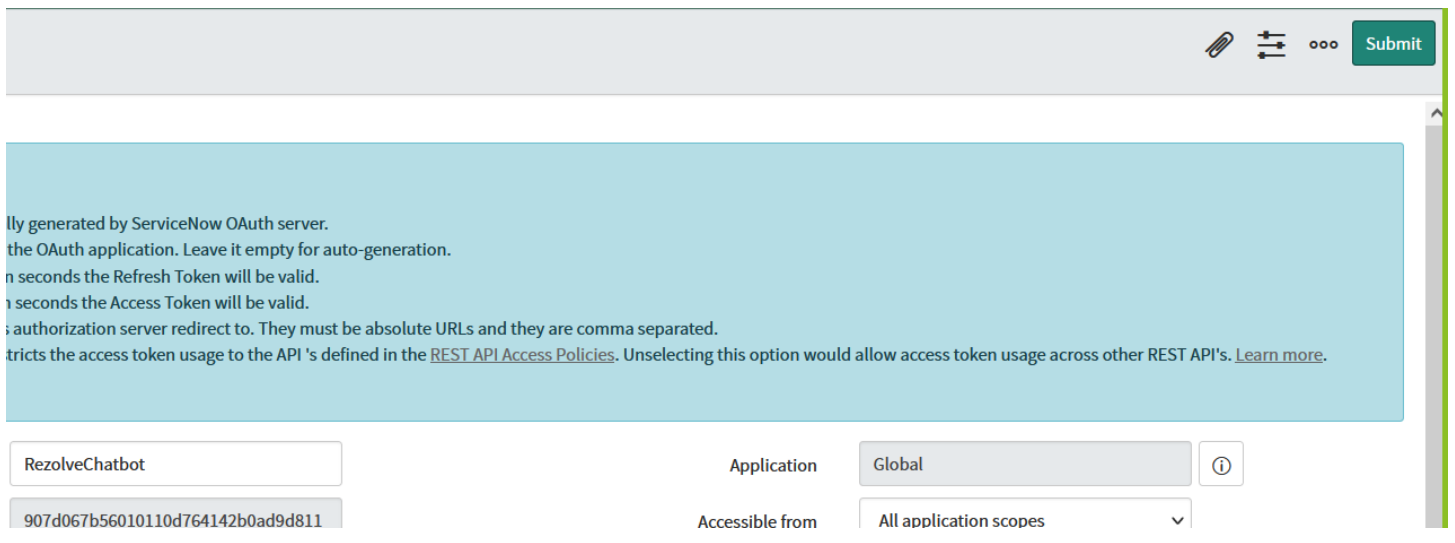
5. From the "What kind of OAuth application?" screen, select fist option of **Create an OAuth API endpoint for external clients**



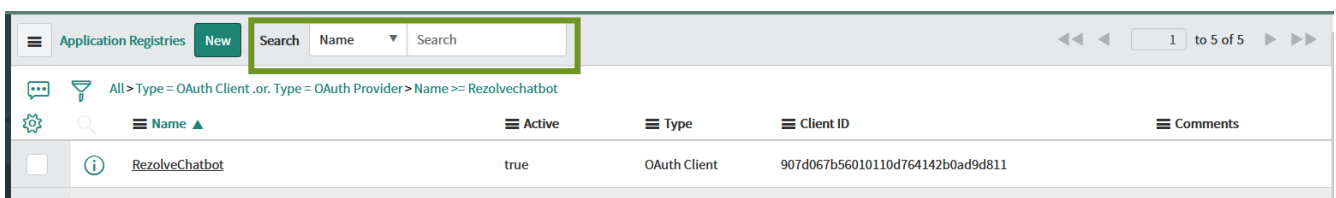
6. In the name field put *RezolveChatbot*



7. Click **Submit**



8. Using the *Application Registry Search*, look for Rezolve



9. Click on **ResolveChatBot**

|                          | Name ▲  | Active | Type         | Client ID       |
|--------------------------|---|--------|--------------|-----------------|
| <input type="checkbox"/> | <a href="#">ResolveChatbot</a>                | true   | OAuth Client | 907d067b560101  |
| <input type="checkbox"/> | <a href="#">ServiceNow Agent</a>              | true   | OAuth Client | ff97fbb4da33130 |
| <input type="checkbox"/> | <a href="#">ServiceNow Classic Mobile App</a> | false  | OAuth Client | 2e57bb02662102  |

10. Toggle the *Client Secret* to visible by clicking the padlock

**OAuth client application details.**

- **Name:** A unique name.
- **Client ID:** Client ID automatically generated by ServiceNow OAuth server.
- **Client Secret:** Client secret for the OAuth application. Leave it empty for auto-generation.
- **Refresh Token Lifespan:** Time in seconds the Refresh Token will be valid.
- **Access Token Lifespan:** Time in seconds the Access Token will be valid.
- **Redirect URL:** The redirect URLs authorization server redirect to. They must be absolute URLs and they are comma separated.
- **Enforce Token Restriction:** Restricts the access token usage to the API's defined in the [REST API Access Policies](#). Unselecting this option would allow access token usage across other REST API's. [Learn more.](#)

[More Info](#)

\* Name:  Application: Global ⓘ

\* Client ID:  Accessible from: All application scopes

Client Secret:  Active:

Redirect URL:  \* Refresh Token Lifespan:

Logo URL:  \* Access Token Lifespan:

Comments:

11. Note down the *Client ID* and *Client Secret*. You will need to provide this to the Rezolve team to complete configuration.

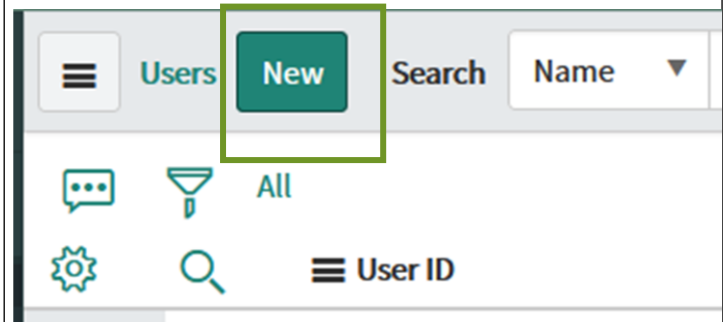
12. Click **Update**

## CREATING AN AGENT ACCOUNT FOR REZOLVE.AI

1. In the Search of the main menu type "user"
2. Under the *Users and Groups* menu, click **Users**



3. On the *Users* page, click **New**



4. Fill out the User ID, First Name, Last Name and mark account as Active in the form
5. Generate the password and copy it.
6. You will need to provide this to the ACS the User ID and generated password.

7. Click **Submit**

8. On the Users page, search for the Rezolve Agent

Users **New** Search Name Search

All > Name >= rezolveagent

User ID Name Email Active

Search Search Search Search

|  |              |                  |      |
|--|--------------|------------------|------|
|  | RezolveAgent | RezolveBot Agent | true |
|--|--------------|------------------|------|

9. Click on the Rezolve Agent

All > Name >= rezolveagent

User ID Name Email Active

Search Search Search Search

|  |                     |                  |      |
|--|---------------------|------------------|------|
|  | <u>RezolveAgent</u> | RezolveBot Agent | true |
|--|---------------------|------------------|------|

10. Scroll down to the tab menu and select the Roles tab

< User  
RezolveBot Agent

Locked out

Active

Web service access only

Internal Integration User

Update Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Roles Groups Delegates Skills Subscriptions

Roles Edit... Search Role Search

11. Click **Edit**

internal integration user

Update Delete

### Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Roles Groups Delegates Skills Subscriptions

Roles Edit... Search Role Search

User = ResolveBot Agent

Role State Inherit

12. Under Collection, in the search box type "itil"

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

itil

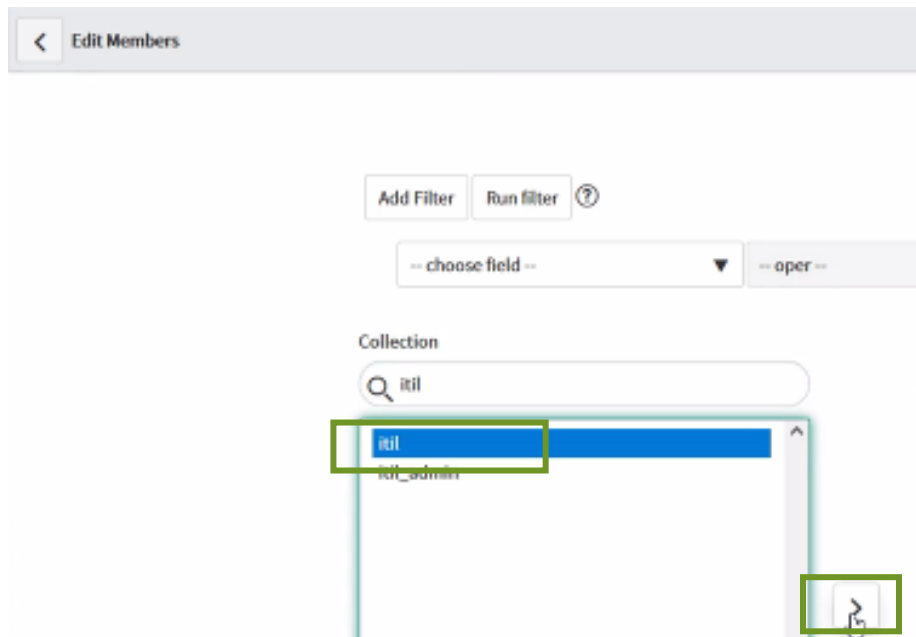
- itil
- itil\_admin

Roles List

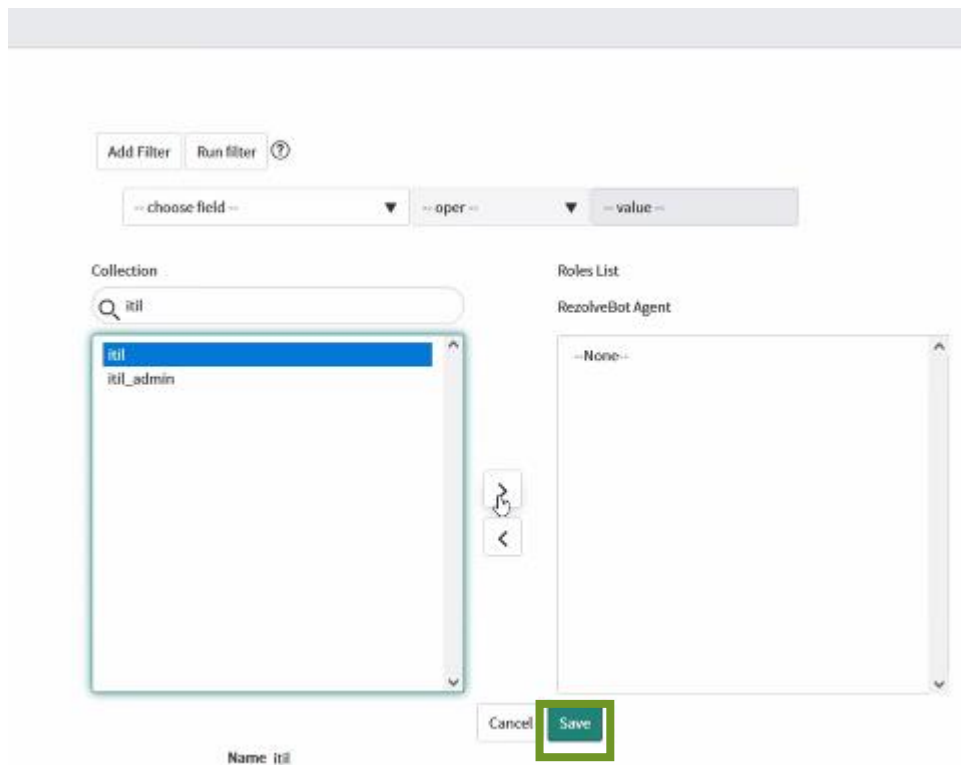
ResolveBot Agent

--None--

13. Select *itil* and click the right pointing arrow to add it to the Resolve agent



14. Click **Save**

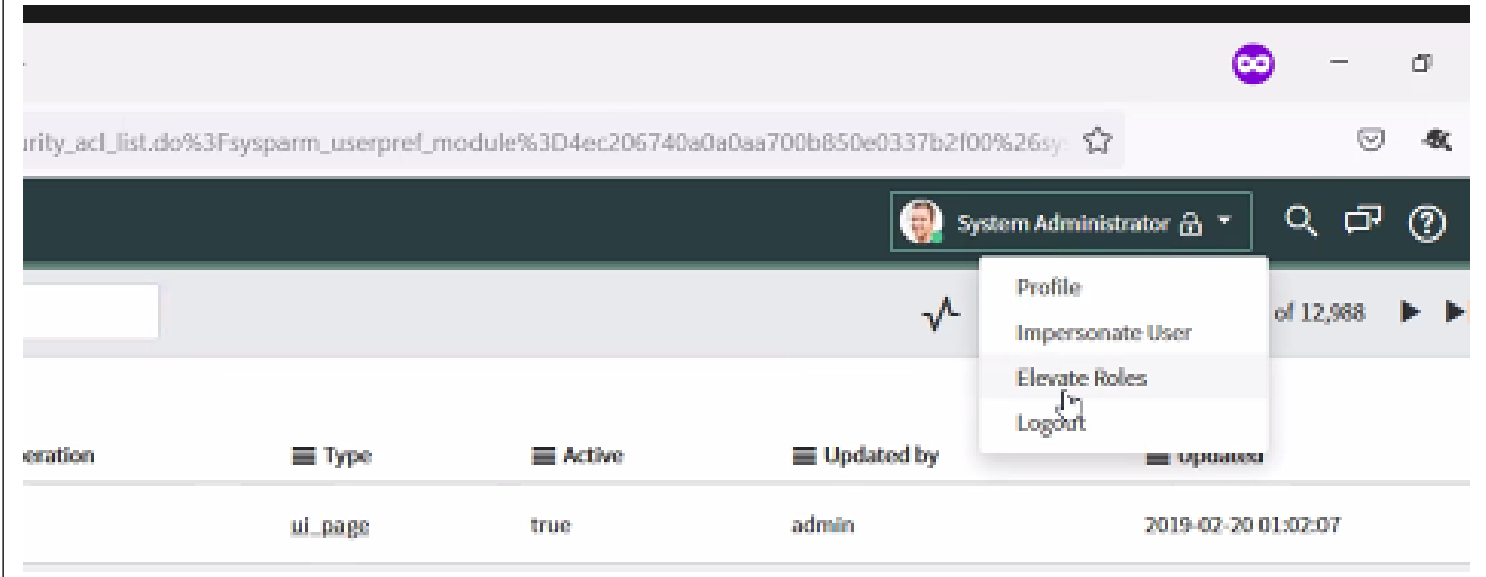




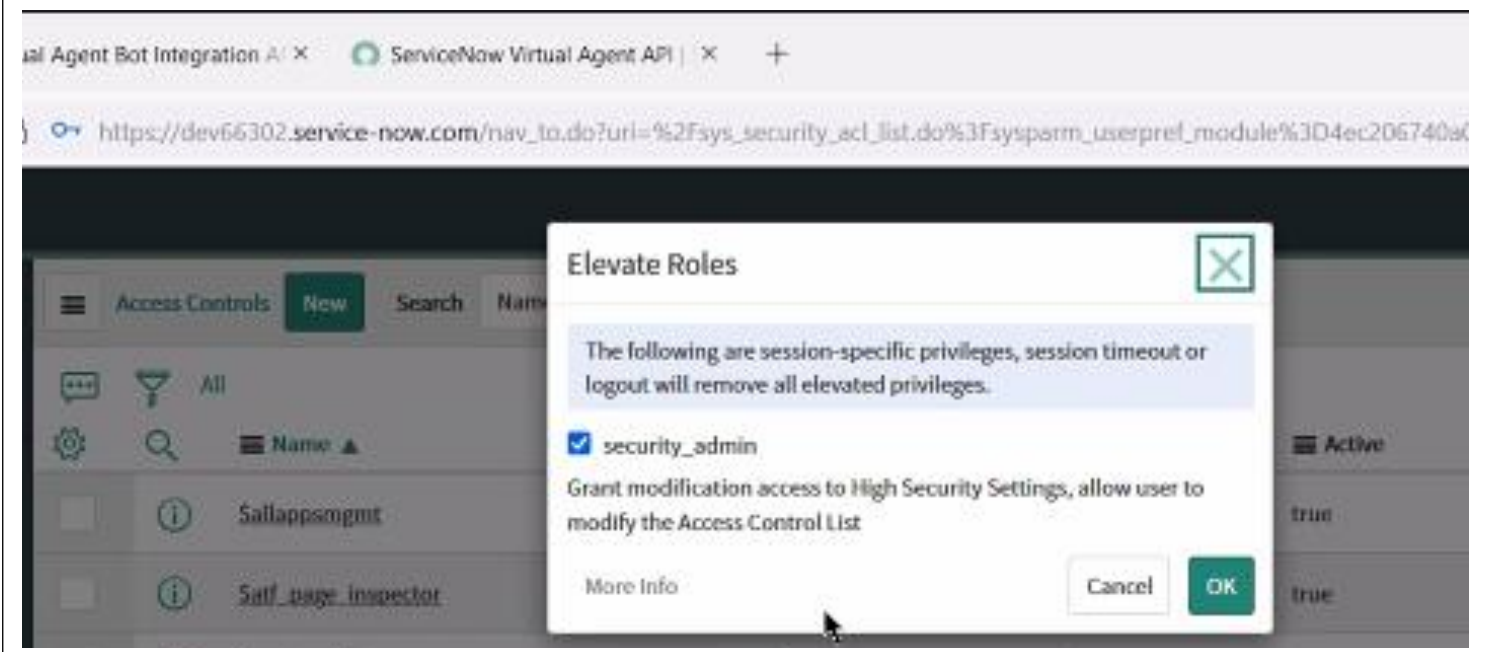
## GIVING REZOLVE BOT ACCESS TO TICKET NOTES

(Optional – Only if Requested by ACS if not currently enabled)

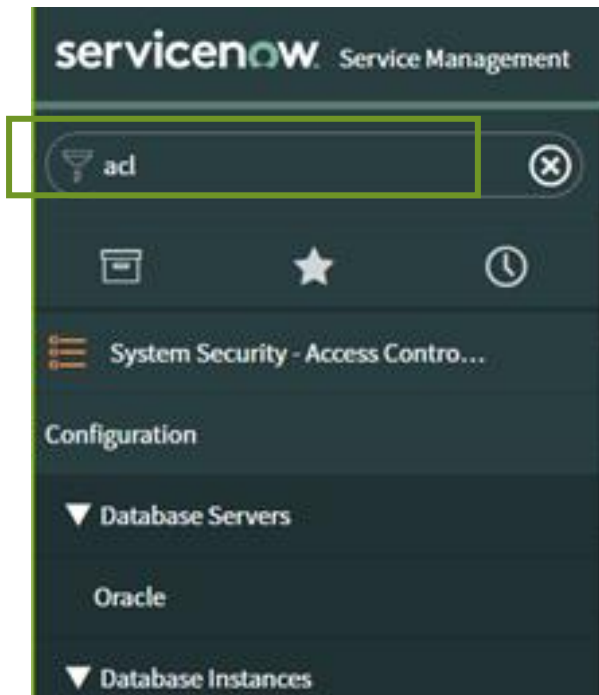
1. Click on your profile icon in the top right-hand corner and select **Elevate Roles**



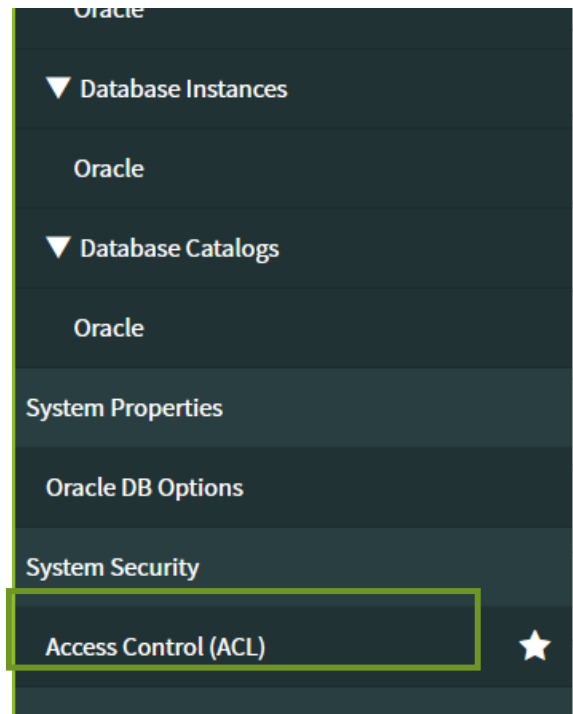
2. On the Elevate Roles pop-up, make sure *security\_admin* is checked and click **OK**



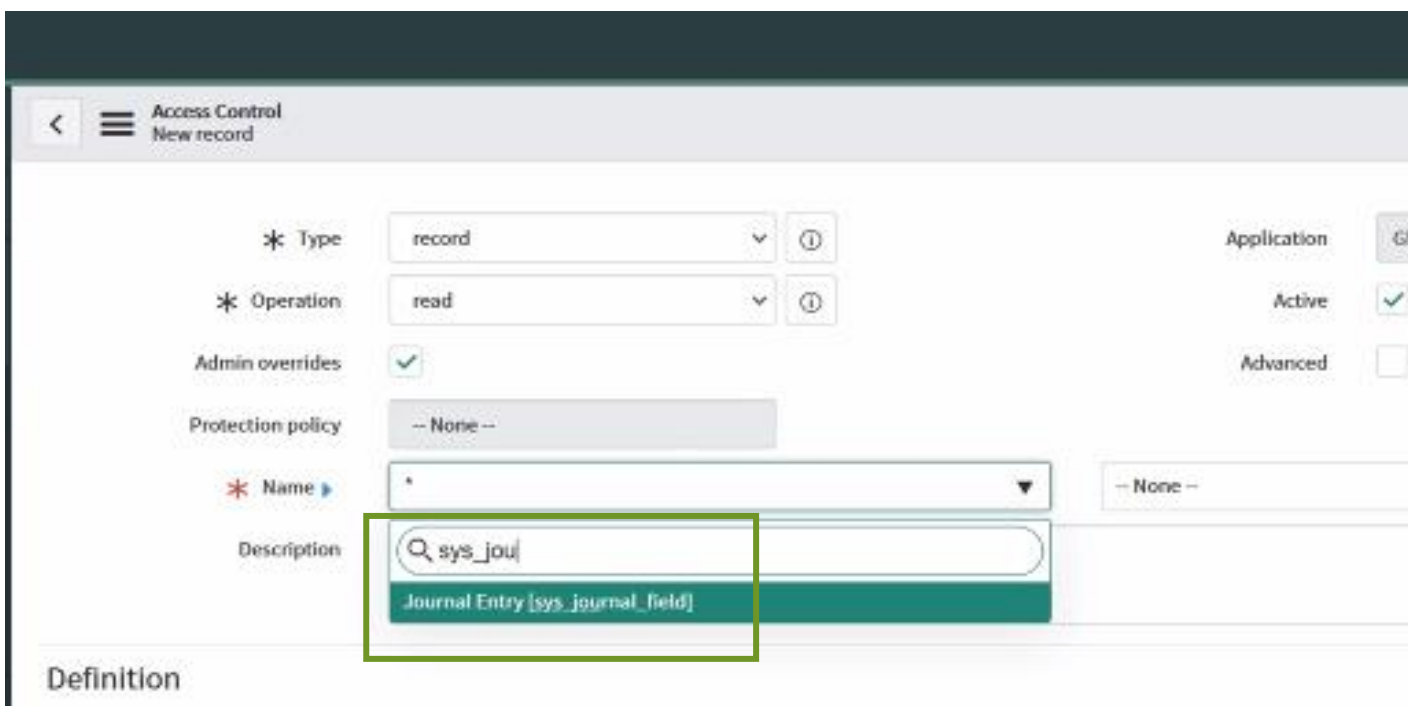
3. In the Search of the main menu type, "acl"



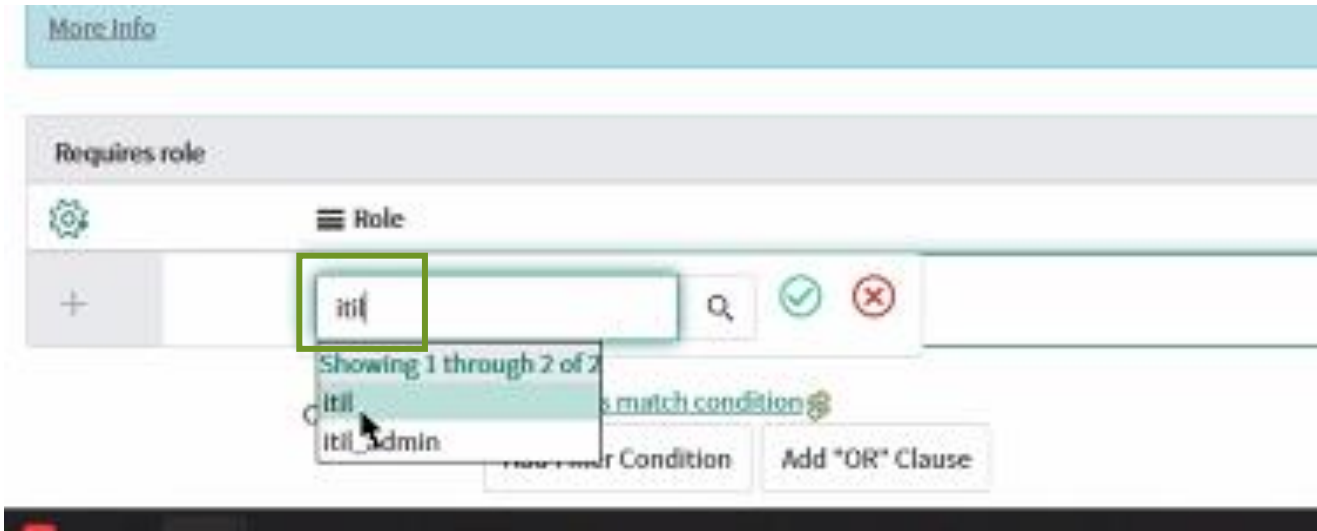
4. Select **Access Control (ACL)**



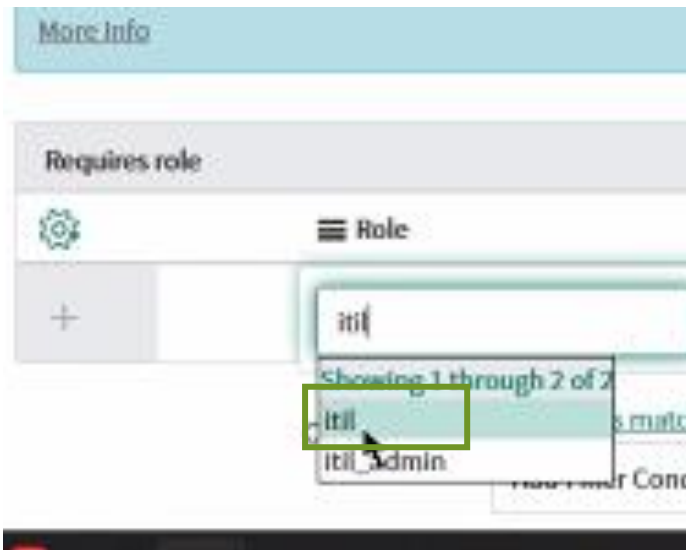
6. On the Access Control screen, go to the Names field and search for "sys\_journal" and select **Journal Entry [sys\_journal\_field]**



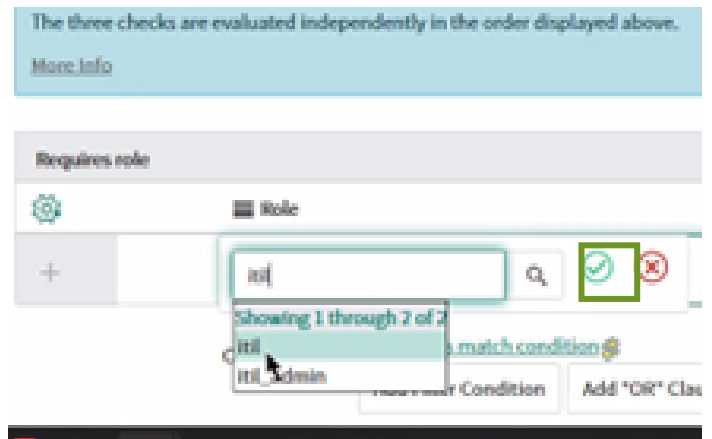
7. Scroll down and expand Required Roles section
8. Double click in the Insert New Role box type "itil"



9. Select **itil** from the dropdown



10. Click Check icon



11. Click **Submit**