# ServiceNow – eBonding General Requirements

A POC prototype eBonding integration can be quickly established between peer ServiceNow instances utilizing some core ServiceNow out-of-Box functionality.

## How It Works

Once the eBonding elements are established between instances, Creating an incident in the source instance will also automatically create an incident in the Target instance (all details being copied).

The source incident number is passed as the Correlation ID to the Target system and vice versa.

The following ServiceNow components can be used in a sample POC prototype integration.

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**What's Required** – **Creating eBonding prototype integration**
- ServiceNow IntegrationHub Installer plugin installed
- ServiceNow eBonding spoke (**NOTE:** Check *sys_alias_list.do* and look for: **ID = sn_ebonding_ah.ServiceNow** )
- Use credential that has permissions to create, read, and update an incident on the remote system
- Create HTTP connection record & associate with OOB connection alias (**sn_ebonding_ah.ServiceNow**)
- Use Flow Designer to setup EBonding Flows:
  - **Create Remote Incident**
  - **Lookup Remote Incident**
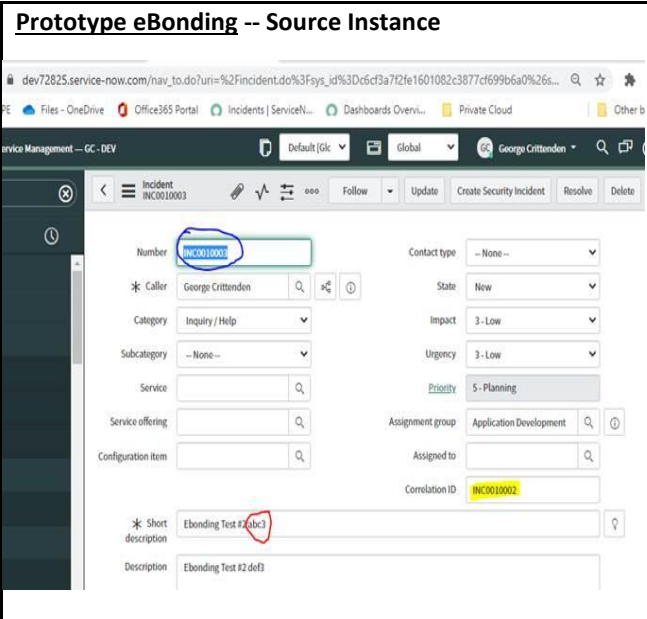  - **Update Remote Incident**

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## Integration Questions to Consider

**Question 1:**　　Will both systems be able to bilaterally Create & Update tickets in the other instance ?

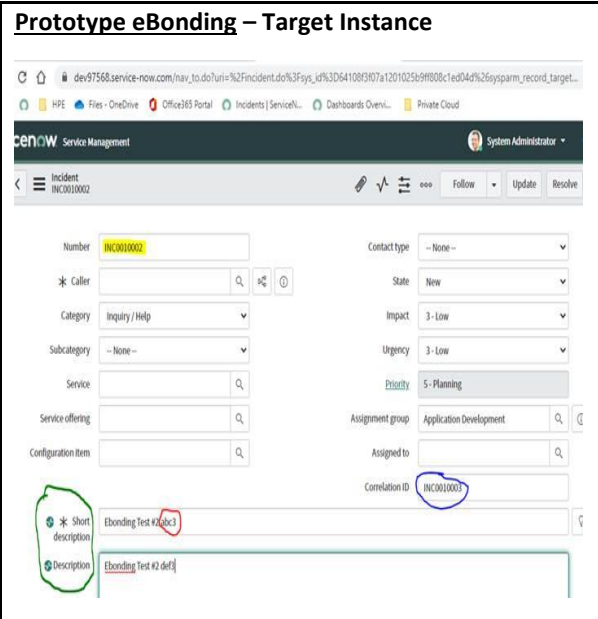**Question 2:**　　Are there other fields beyond the default fields that are needed for eBonding?

**Question 3:**　　What are the ServiceNow API Endpoints ?

| Prototype eBonding -- Source Instance | Prototype eBonding – Target Instance |
|---|---|
|  |  |

## Default eBonded Fields – from ServiceNow eBonding Example actions



| Default eBonded Fields – from Actions within ServiceNow eBonding Examples | |
|---|---|
| short_description | (Short Description) |
| description | (Description) |
| state | (State) |
| caller_id | (Caller) |
| business_service | (Service) |
| category | (Category) |
| subcategory | (Subcategory) |
| impact | (Impact) |
| urgency | (Urgency) |
| cmdb_ci | (Configuration Item) |
| assignment_group | (Assignment Group) |
| assigned_to | (Assigned To) |
| contact_type | (Contact Type) |
| correlation_id | (Correlation ID: Incident number of the record passed) |

## Which Incident Fields might be Added

Are there other fields beyond the default fields that are needed for eBonding?

Incident form placement for these fields are shown in the screenshots below.

| Additional Fields – Will these be eBonded also? |
|---|
| work_notes (Work notes) |
| comments (Additional comments) |
| close_notes (Resolution notes) |