ServiceNow

The ServiceNow integration imports Customer Service Management cases in the Resolved or Closed state into Alchemer Voice as "Support case" conversations, along with your ServiceNow accounts and contacts. The integration is read-only. Because you create the OAuth application in your own ServiceNow instance, you control its access and can revoke it at any time.

ServiceNow isn't enabled for every workspace. If you don't see a ServiceNow card under **Service management**, contact your Alchemer account team.

What's imported

Item	Behavior
Cases	Imported with their customer-visible comments. Internal work notes aren't imported. Only Resolved and Closed cases become conversations. Cases in other states are synced but not analyzed.
Accounts and contacts	Imported in full.
Frequency	Checked every 5 minutes.
First sync	Cases go back 90 days.

Set up

Before you begin

- A ServiceNow administrator who can create an entry in **System OAuth > Application Registry**.
- An instance address ending in .service-now.com, for example mycompany.service-now.com.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections**, find **ServiceNow** under **Service management**, and click **Connect**. The **Connect ServiceNow** window shows the Redirect URL you need. Keep it open.

2. In ServiceNow, go to **System OAuth > Application Registry** and create a new OAuth API endpoint for external clients.

3. Set its **Redirect URL** to the address shown in the Alchemer Voice window.

4. Add the OAuth scope `useraccount`.

5. Save the entry and copy its **Client ID** and **Client Secret**.

6. In Alchemer Voice, enter the **Instance Domain**, **Client ID**, and **Client Secret**. You can paste the

instance as a full https:// address, and Alchemer Voice uses just the domain.

7. Click **Connect**, then sign in to ServiceNow and approve access.

Troubleshooting

- **"Please enter a valid ServiceNow instance domain":** The domain must end in .service-now.com.
- **Authentication failed:** ServiceNow no longer accepts Alchemer Voice's access, for example because the OAuth application was changed or the client secret was regenerated. Click **Disconnect**, then **Connect** and enter the current details.
- **Setup error:** Setup didn't finish. Click **Connect** to run it again.
- **Authentication error banner at the top of Connections:** ServiceNow returned an error during sign-in. The most common cause is a Redirect URL that doesn't exactly match the one shown in Alchemer Voice.
- **Cases are missing:** Check the case state. Only Resolved and Closed cases become conversations, and the first sync covers the last 90 days.

Permissions

Connecting ServiceNow requires the **Manage connections** permission, which is normally held by admins. See Roles and permissions.

If you need help, contact Alchemer Support.

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