KPN

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KPN B2B Integrations

ServiceNow Connect API
1: Introduction

version 0.95

Contents

Version Control

Version	Date	Author	Comment
0.95	2025-03-27	CTP	First Public Draft

1 Introduction

The KPN ServiceNow Connect API is meant for customers and providers to communicate with the KPN ServiceNow. The KPN ServiceNow Connect API is developed so the customers can connect with KPN ServiceNow without development from KPN side.

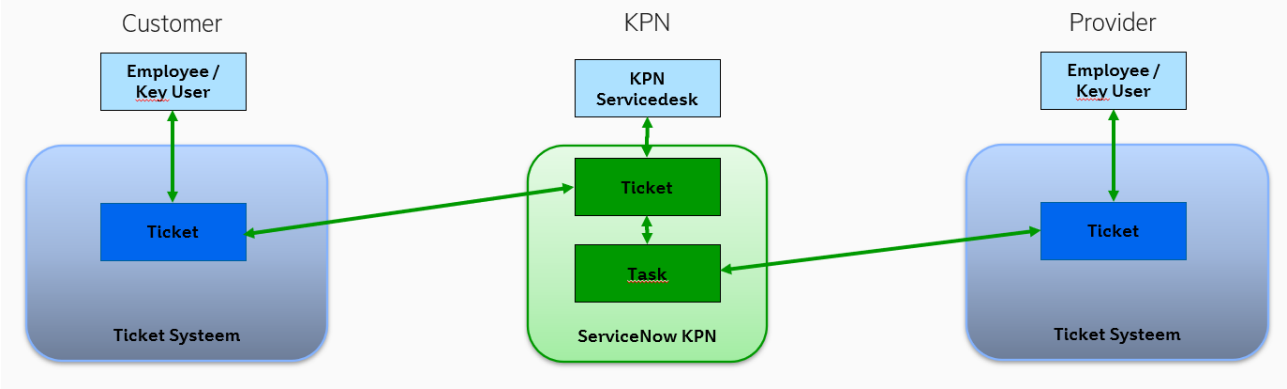
In this first document we describe the different use cases and how to connect with the ServiceNow Connect API.
For details on how to work with tickets (Incident, Request for Information, Change Request and Service Request) a second document is available.
For details on how to work with tasks (Incident Task, Change Task and Request task) a third document is available.
Finally, there is an Addendum document containing samples of all possible message updates from KPN.

1.1 Tickets and Tasks

In this Api we differentiate between Tickets and Tasks.

A Ticket is Customer related; it can be an Incident, Request for Information, Change Request or Service Request. Via this API the customer can create and update these tickets and retrieve updates for these tickets.

A Task is Solvergroup related and is related to a Ticket: If an action from a solver group is necessary to close the Ticket a Task will be created. A Task can be Customer or Provider related. For easy reading we will use Provider.

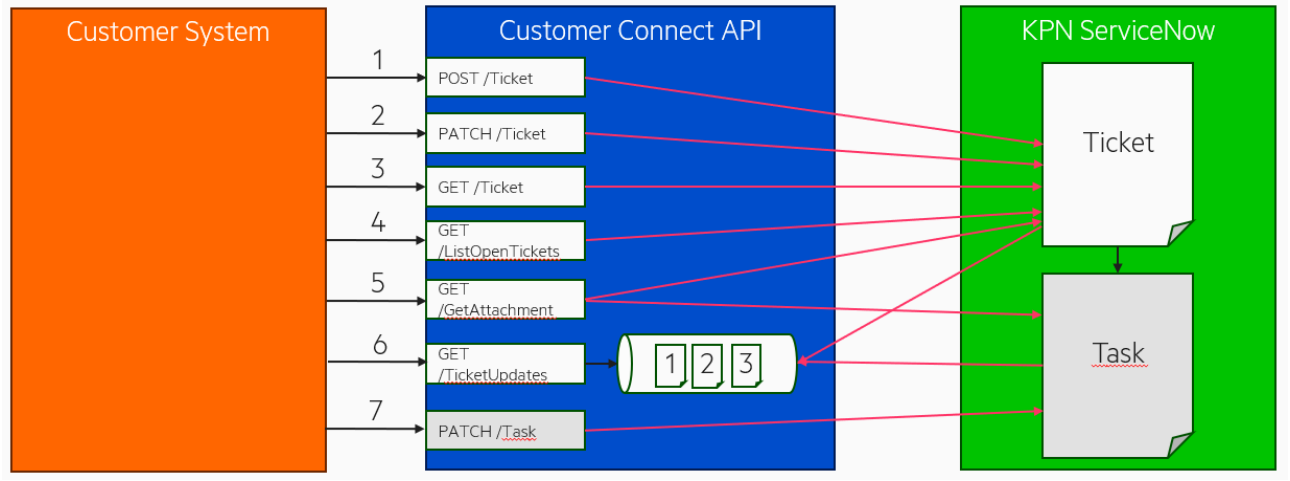


With the ServiceNow Connect API the customer is able to submit new tickets, and update open tickets, in the ServiceNow application of KPN Business Market.
The customer can also retrieve a list of open/active tickets, details of a specific ticket and changes/updates on the ticket done by KPN.
The API can also be used to assign tasks to a solver group of the customer or provider. Using this Api the customer is able to retrieve changes and updates of these tasks and update the task in KPN ServiceNow.

1.2 High Level Solution Overview

With ServiceNow Connect API customers are able to submit incidents, change requests and service requests, and can retrieve by themselves the updates/changes to those tickets in ServiceNow KPN.
So after the customer has submitted for example a new incident (POST Ticket) and KPN has changed the status to 'In Progress', that change (state of the ticket has been changed from 'New' to 'In progress' can be retrieved by the customer through the 'GET TicketUpdates' operation of the API.

Next to retrieving the updates/changes of the tickets the customer can also retrieve a list of open tickets and is able to retrieve the details of a specific ticket.



GET Interval: we recommend to call the Get TicketUpdates operation every 5 minutes to check if there are any updates available for you. If applicable the response will return all available updates in an array, or an empty array if there are no updates available.

The next operations are currently supported by the ServiceNow Customer Connect API:

1) Create a new ticket in ServiceNow KPN (*POST /Ticket*)
2) Update an existing ticket in ServiceNow KPN (*PATCH /Ticket*)
   a) Add additional information to an open ticket in ServiceNow KPN (*Action Comment*)
   b) Confirm a new ticket has been created in the system of the customer (*Action Response*)
3) Get the details of a specific ticket (*GET /Ticket*)
4) Get a list of open tickets (*GET /ListOpenTickets*)
5) Retrieve attachments GET (*GET /GetAttachments*)
6) Retrieve ticket-updates from KPN (*GET /TicketUpdates*)
7) Update an existing task in ServiceNow KPN (*PATCH /Task*)
   a) Add additional information to an open task in ServiceNow KPN (*Action Comment*)
   b) Confirm a new task has been created in the system of the customer (*Action Response*)

Note: The GET /TicketUpdates operation does not differentiate between Tickets and Tasks.

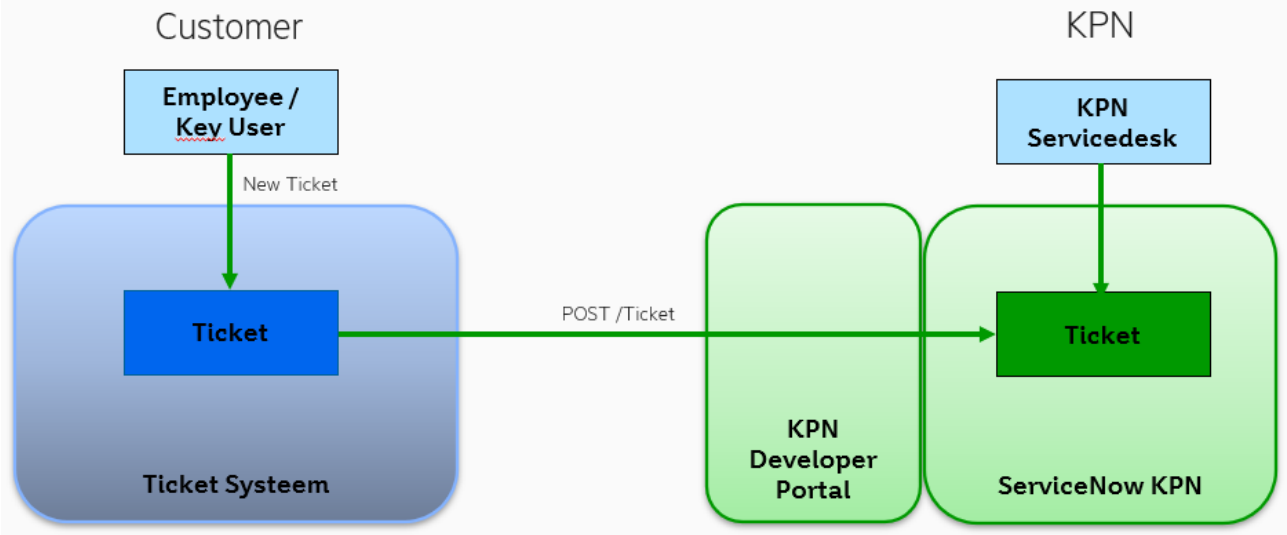
2 Ticket related use cases

In the paragraphs below the different use cases for Tickets will be described. A ticket can be an Incident, A Request for Information, a Change request or a Service Request.

Details for the Api operations mentioned in these use cases can be found in the document ”2 ServiceNow CC-API for Customers”.

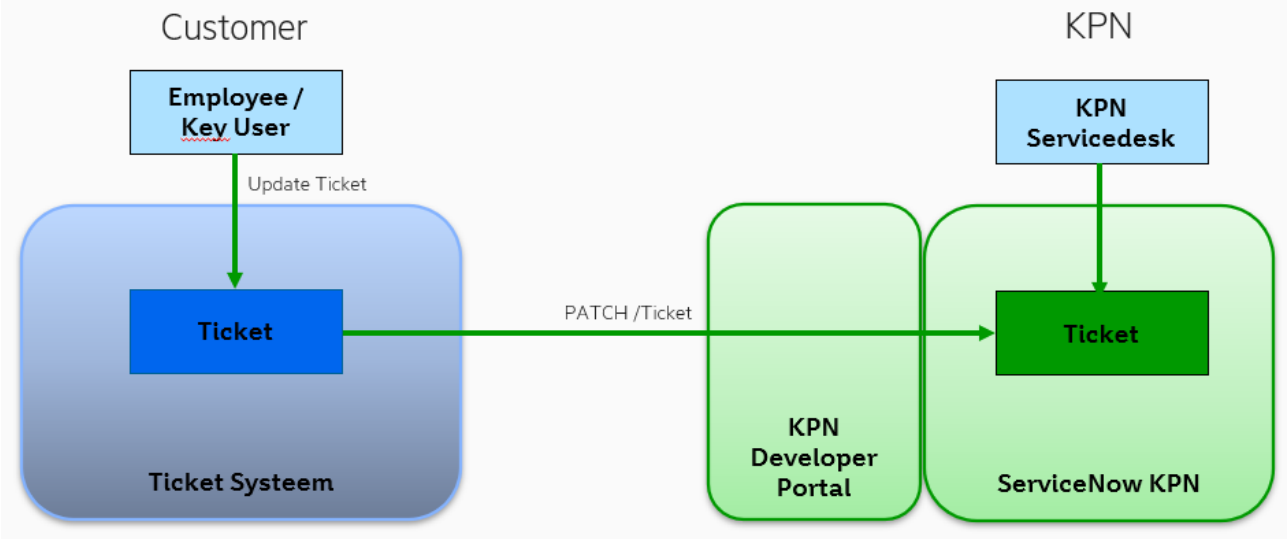
2.1 A Ticket is created in the customer system and assigned to KPN

When an employee of the customer creates a ticket in their ticketing system and the Ticket needs to be handled by KPN, a Ticket in the KPN ServiceNow system needs to be created. For this the POST /Ticket operation can be used.



2.2 Customer updates the Ticket

When an employee of the customer updates an existing ticket in their system, the ticket in KPN ServiceNow also needs to be updated. For this the PATH /Ticket operation can be used with the ‘Comment’ action.



2.2.1 Attachments

All POST and PATCH messages towards the Customer Connect API support the possibility to add an attachment to the ticket or task.

In the sample for the different messages an attachment is added.

If the customers system uses dedicated message to send an attachment, it is advised to use the comment message without a comment.

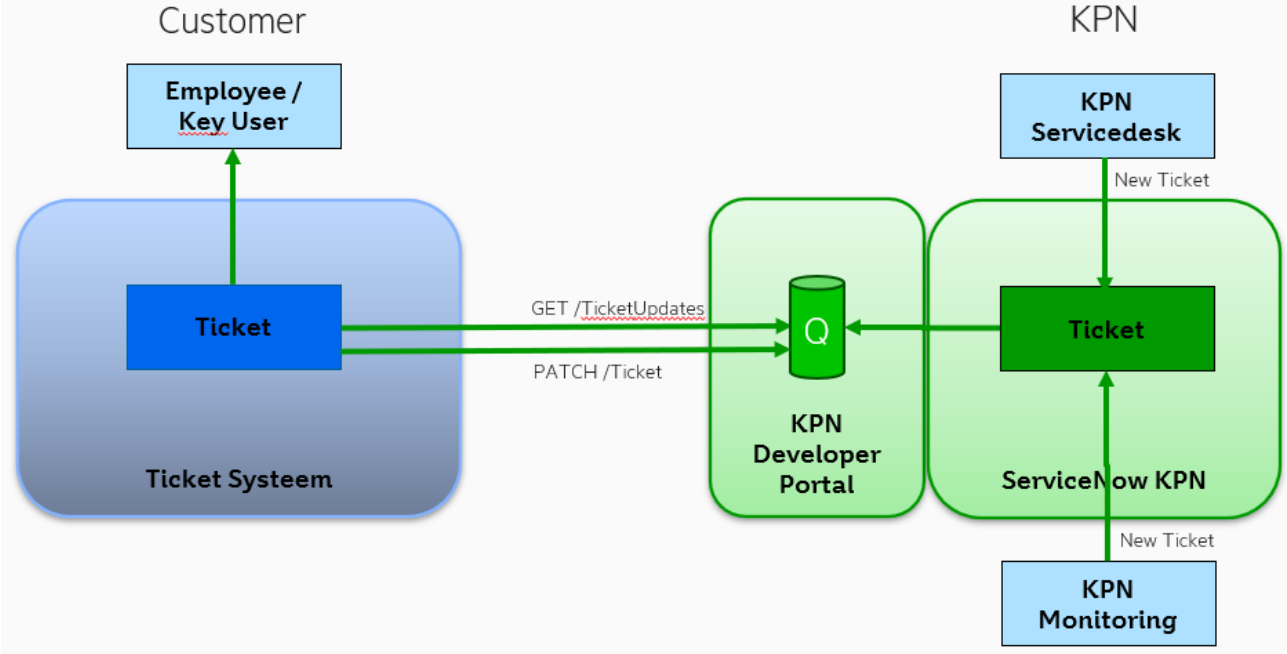
2.3 A Ticket is created by KPN

There are a few cases when a Ticket can be created by KPN:

- A user calls the KPN ServiceDesk to create a Ticket
- KPN Monitoring creates a Ticket

If agreed with KPN and configured, the ticket information can be shared with the customer. For this a 'New' message will be placed in the queue which can be retrieved by the customer using the GET /TicketUpdates operation.

After processing this 'New' message a response to update the KPN ticket with the customer reference number is mandatory. For this the PATCH /Ticket operation with action 'Response' can be used.



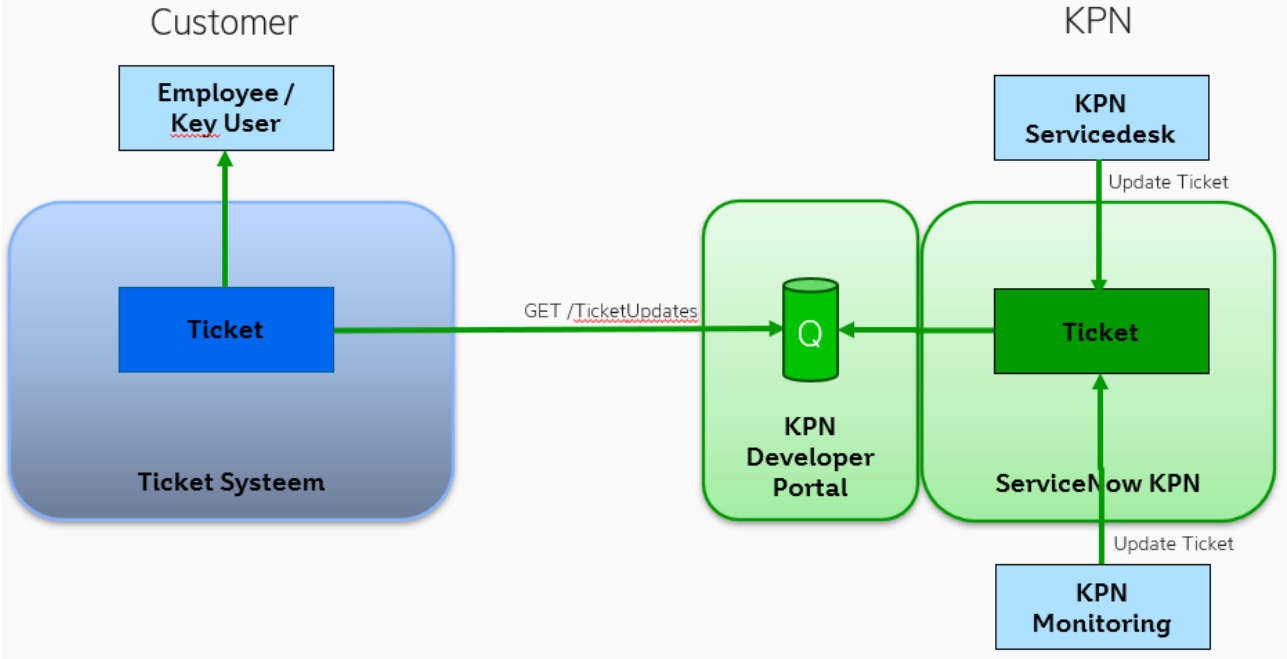
2.3.1 KPN Updates the Ticket

When KPN updates the Ticket, a message will be place in the queue which can be retrieved by the customer using the GET /TicketUpdates operation.

There are several reasons why KPN updates the ticket:

- KPN starts working on the Ticket: An 'In Progress' message will be placed in the Queue
- KPN adds a comment to the Ticket: A 'Comment' message will be placed in the Queue
- KPN adds an attachment to the Ticket: An 'Attachment' message will be placed in the Queue
- KPN needs more information for the Ticket: An 'On Hold' message will be placed in the Queue
- KPN changes some details of the Ticket: A 'Details Changed' message will be placed in the Queue

- KPN resolves the incident, has executed the Change request or completed the Service Request: An ‘Resolved’, ‘Executed’ or ‘Completed’ message will be placed in the Queue, depending on the Ticket type
- KPN cancels the Ticket: A ‘Canceled’ message will be placed in the Queue
- KPN closes the Ticket: A ‘Closed’ message will be placed in the Queue



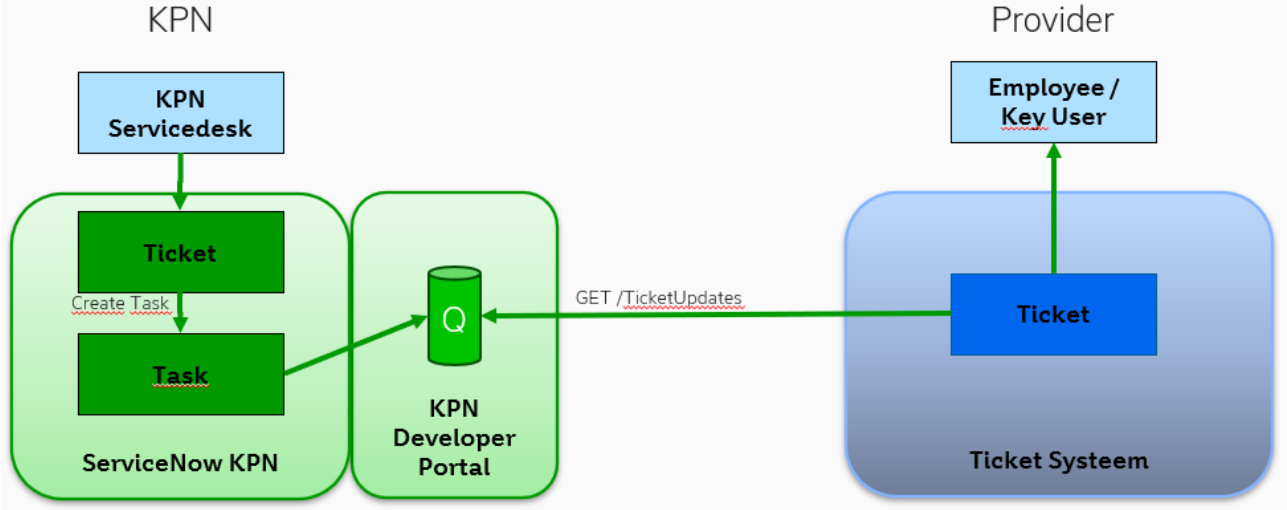
3 Task related use cases

In the paragraphs below the different use cases for Tasks will be described. A Task can be an Incident Task, a Change Task or a Request Task.

Details for the Api operations mentioned in these use cases can be found in the document ”3 ServiceNow CC-API for Providers”.

3.1 KPN Assigns a Task to a solvergroup of the provider

When KPN assigns a task to a solvergroup configured for the ServiceNow Connect API, a ‘New’ message will be placed in the queue which can be retrieved by the customer using the GET /TicketUpdates operation.



3.2 KPN places an update on the Task

When KPN updates the Task, a message will be placed in the queue which can be retrieved by the customer using the GET /TicketUpdates operation.

KPN can make a few updates on a task:

- KPN adds a comment to the Task:
  A ‘Comment’ message will be placed in the Queue
- KPN adds a worknote to the Task:
  A ‘Worknote’ message will be placed in the Queue
- KPN adds an attachment to the Task:
  An ‘Attachment’ message will be placed in the Queue

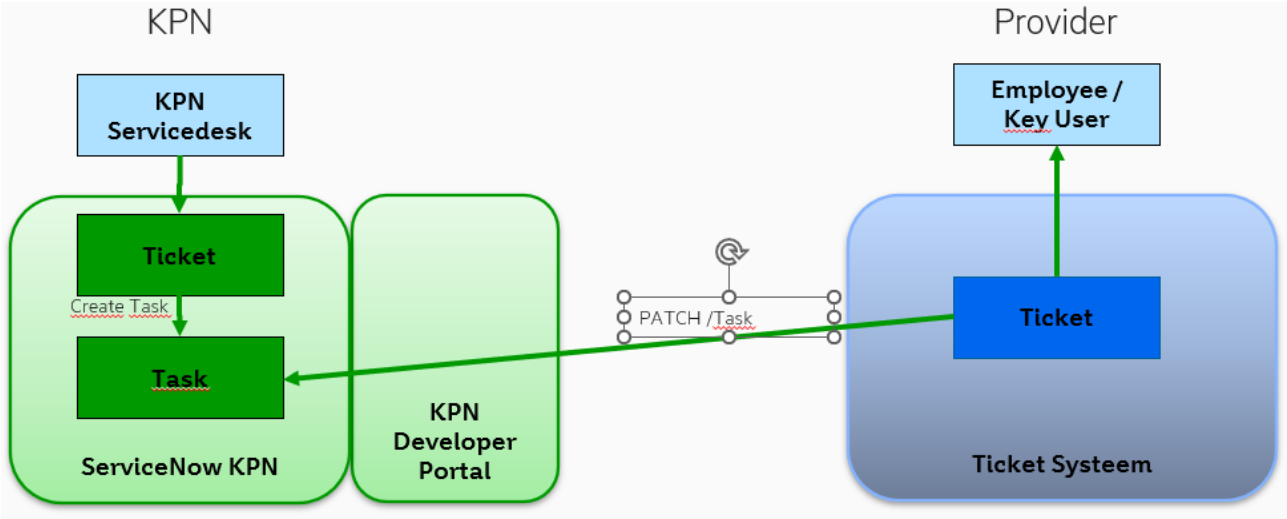
Note: a ‘Comment’ is an end-user visible message in the parent incident. A ‘Worknote’ is not end-user visible.

3.3 Provider updates the task

While working on the Task, the provider can put updates in the task. To update the task in KPN ServiceNow the provider can use the PATCH /Task operation with an action depending on the update.

Supported updates are:

- Provider starts working on the task: Use the ‘In Progress’ action
- Provider needs more information: Use the ‘On Hold’ action
- Provider adds a comment to the task: Use the ‘Comment’ action
- Provider adds a worknote to the task: Use the ‘Worknote’ action
- Provider adds an attachment to the task: Use the ‘Attachment’ action
- Provider Closes the task complete: Use the ‘Closed Complete’ action
- Provider closed the task incomplete: Use the ‘Closed Incomplete’ action
- Provider skips the task: Use the ‘Closed Skipped’ action



Note: a ‘Comment’ is an end-user visible message in the parent incident. A ‘Worknote’ is not end-user visible.

4 Accessing the KPN ServiceNow Connect API

The ServiceNow Connect API is available via the KPN Developer Portal:

https://developer.kpn.com/products/kpn-servicenow-customer-connect-api

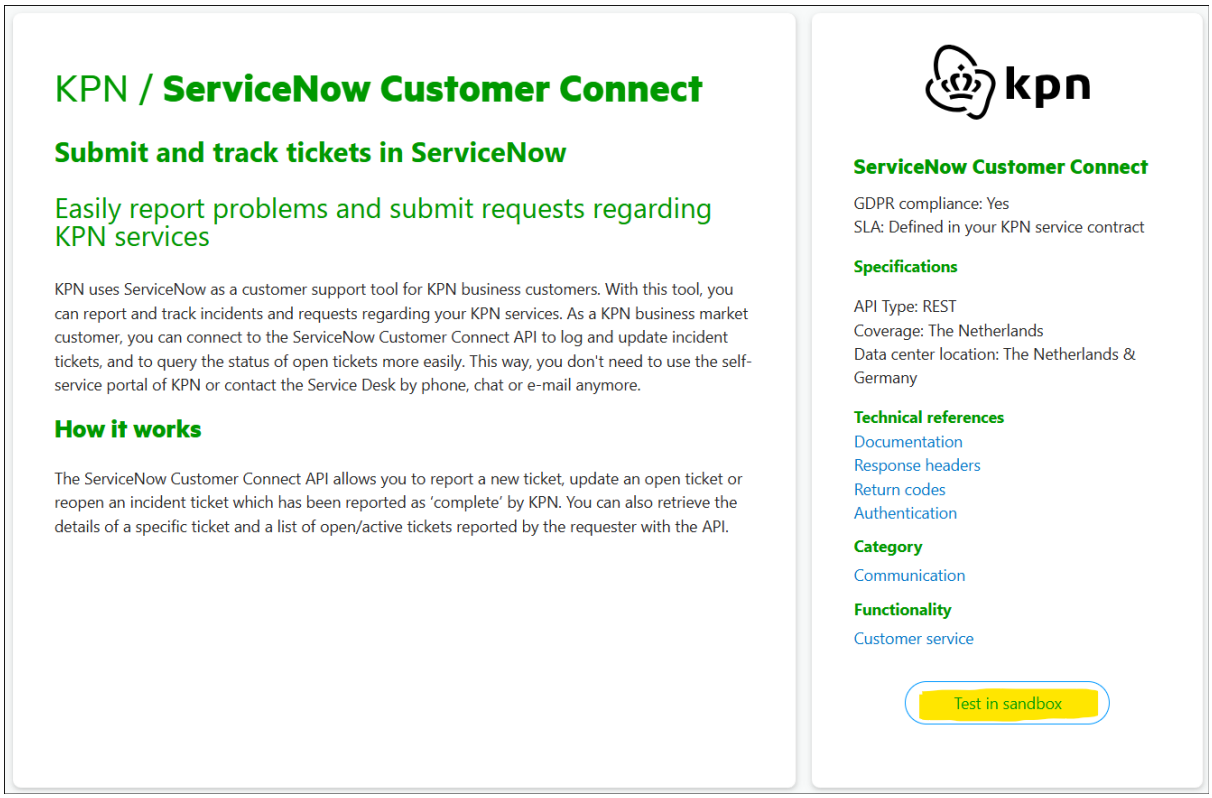
4.1 Authentication

For authentication the KPN Developer Portal uses the OAuth 2.0 Client Credentials Grant type: Client ID and Client secret.

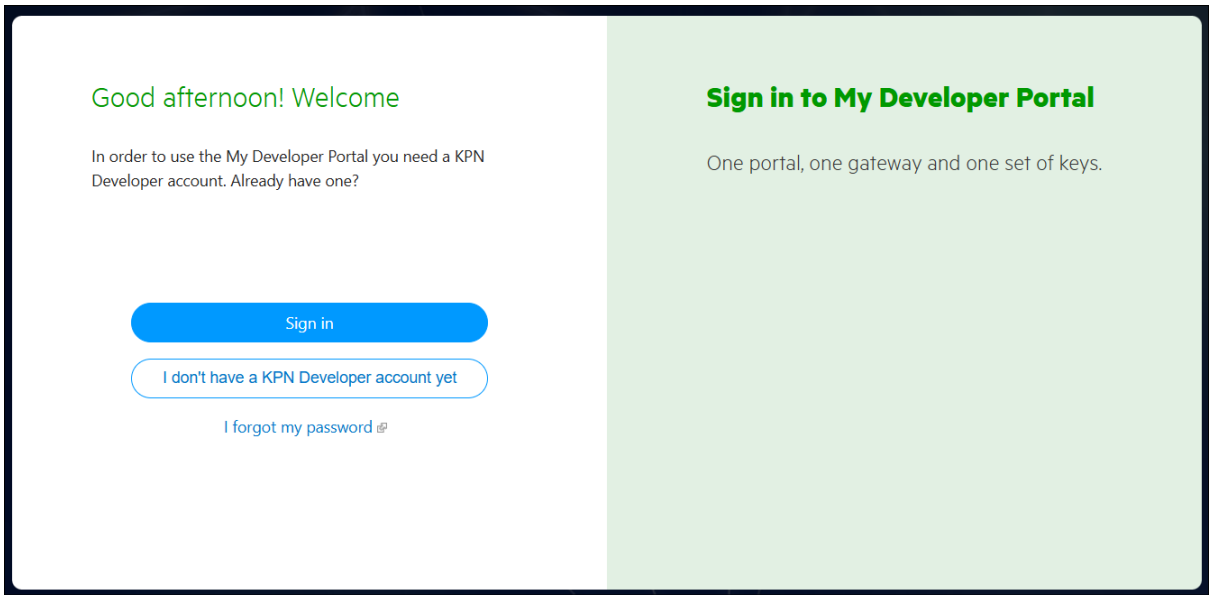
See the next page for more information:
https://developer.kpn.com/subpage/service-now-authentication

4.2 Get access to the Test-environment / Sandbox

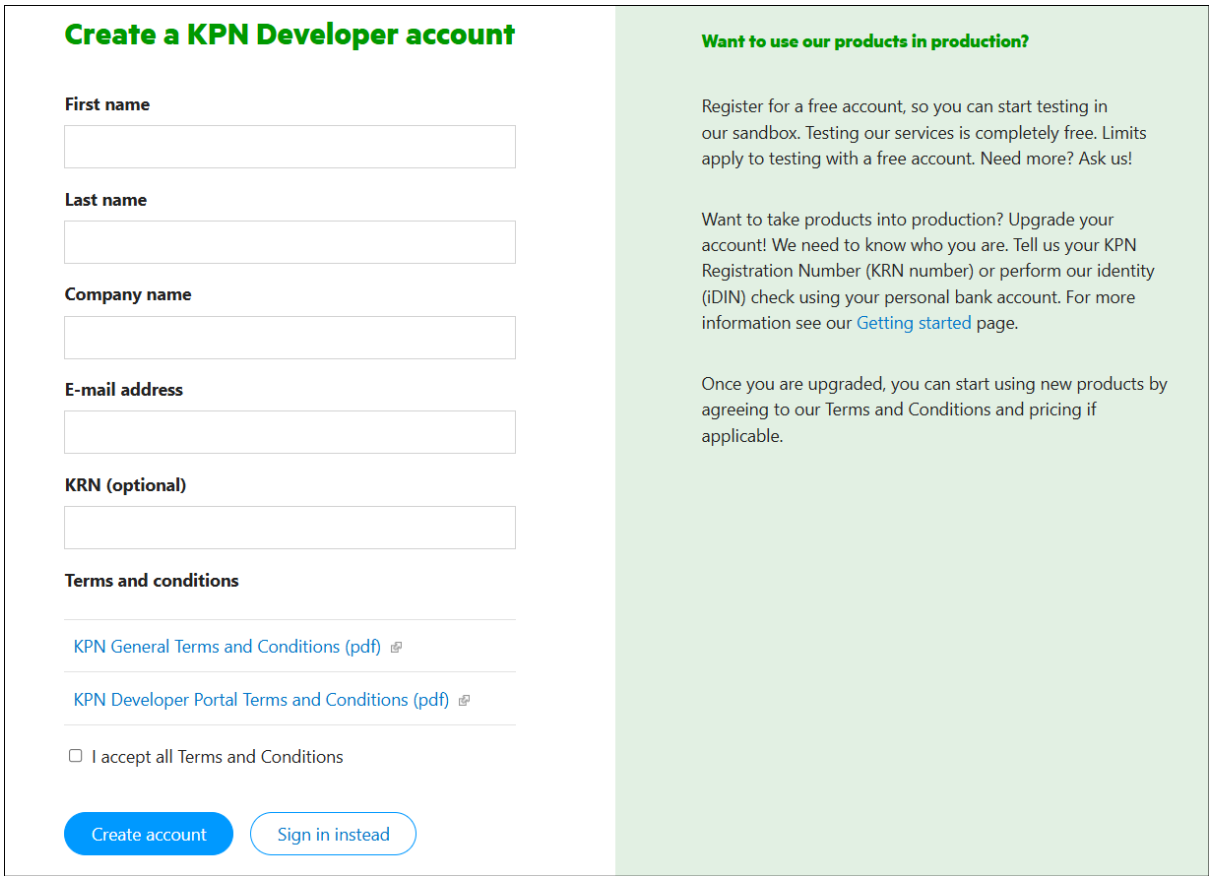
Select 'Test in Sandbox'.



Select ‘I don’t have a KPN Developer account yet’.



Fill in the requested information, leave the KRN empty for the moment.



Follow the steps to create the account.
After successful creation of the account and logging in with this account, you have the option to upgrade the account to bind it to the proper KRN.

Select the Upgrade button and enter the company name and KRN as known within KPN. Ask your KPN contact for the proper details. On the email address enter an email address where you can be reached. You will be contacted to validate.

4.3 Production credentials

After creating the B2B integration via the Customer Connect API access can be requested for the production environment. This can be done by requesting access to the 'Servicenow Connect' API via the KPN Developer Portal products page.

After approval the access is granted and a project can be configured via the KPN Developer Portal projects page. This project will result in a separate Client ID and Client secret. Using these for the OAuth will result in a token granting access to the production environment.

Note: The url's for the requests stay the same.