



**KPN**

[www.kpn.com](http://www.kpn.com)

**KPN B2B Integrations**

## **ServiceNow Connect API**

### **3 Providers**

version 0.95

## Contents

1	Introduction.....	3
2	Retrieving Tasks and Task-Updates from KPN.....	4
3	Update existing Tasks in ServiceNow .....	5
3.1	Task Update Request: Response.....	5
3.2	Task Update Request: In Progress.....	6
3.3	Task Update Request: On Hold .....	7
3.4	Task Update Request: Comment .....	7
3.5	Task Update Request: Worknote .....	8
3.6	Task Update Request: Closed Complete .....	8
3.7	Task Update Request: Closed Incomplete .....	9
3.8	Task Update Request: Closed Skipped .....	10
4	Attachment handling.....	11
4.1	Sending Attachments to KPN ServiceNow .....	11
4.2	Receiving Attachments from KPN ServiceNow .....	11
5	Overview ErrorCodes.....	12

## Version Control

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

# 1 Introduction

This is the third document for the KPN ServiceNow Connect API.

In this document is described how to work tasks (Incident Task, Change Task and Request task).

In the first document the different use cases for the ServiceNow Connect API described, and how to connect.

The second document describes how to work with tickets (Incident, Request for Information, Change Request and Service Request).

Finally there is an Addendum document containing samples of all possible message updates from KPN.

## 2 Retrieving Tasks and Task-Updates from KPN

The provider will retrieve new assigned tasks and updated on tasks which are available in the 'Ticket Updates' queue (*GET Ticket-updates*).

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Response will be an array with 0 or more ticket updates. Each update exists of a JSON object containing common fields and a ticket-attributes object with action specific fields.

Below an overview of the common fields.

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Possible values: <ul style="list-style-type: none"><li>• 'Incident'</li><li>• 'Request for Information'</li><li>• 'Change Request'</li><li>• 'Service Request'</li><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket.	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes	JSON object containing fields depending on ticket_type & action		

The field 'ticket\_type' defines the process and the field 'action' the update for the ticket.

**Note:** See the Addendum document "4 ServiceNow CC-API Addendum" for details of all the possible updates for the different ticket types.

### Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:16:15.877Z",
    "ticket_type": "Incident",
    "action": "In Progress",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "fc591868-2d14-4374-b47a-426bb5bfa439",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Comment with in Progress\n\n"
    }
  }
]
```

### 3 Update existing Tasks in ServiceNow

With the task updates described in the following paragraphs the customer can update the tasks in KPN ServiceNow.

[POST https://api-prd.kpn.com/network/kpn/servicenow/Task](https://api-prd.kpn.com/network/kpn/servicenow/Task)

The following updates on a Task are possible:

- Response
- In Progress
- On Hold
- Comment
- Worknote
- Closed Complete
- Closed Incomplete
- Closed Skipped

These updates are described in more details in the paragraphs below.

#### 3.1 Task Update Request: Response

For Ticket-Updates from KPN (retrieved by the customer via GET Ticket-Updates) the result of processing the data in the application of the Provider is being returned back to KPN.

**Example:** in case the provider retrieved a new Incident-task created by KPN and processes that new task in the system of the provider, then the provider returns their ticket-number via the 'Response'-message.

[PATCH https://api-prd.kpn.com/network/kpn/servicenow/Task](https://api-prd.kpn.com/network/kpn/servicenow/Task)

Data-Item	Description	Max. Length	
Action	Allowed value: <ul style="list-style-type: none"><li>• Response</li></ul>	10	Mandatory
customer_reference_number	unique reference-number from the application of the customer	60	Optional*
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
transaction_id	Transaction ID received in the Ticket-update from KPN	40	Mandatory
Status	Allowed values: <ul style="list-style-type: none"><li>• Success</li><li>• Failure</li></ul>		Mandatory
error_details	Details of the reason/cause of 'failure'	4000	Optional

#### Sample Request (success)

```
{
  "action": "Response",
  "customer_reference_number": "INTASK01234567",
  "kpn_ticket_number": "INTASK#34567890",
  "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
  "status": "Success"
}
```

#### http 200 Response (Success)

```
{
  "kpn_ticket_number": "INTASK#34567890",
  "customer_reference_number": "INTASK01234567",
```



### 3.3 Task Update Request: On Hold

Provider has put the assigned task 'on hold' and shares the reason with KPN. The task in ServiceNow will change to state 'Pending'.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'On Hold'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
comments	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```
{
  "action": "On Hold",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "comments": "When did the problem exactly occur ? (date and time)",
  "attachments": [
    {
      "name": "test.txt",
      "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRIDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVIIDEwMCBvdCIBWZXJtaXQgdWQogdHJhbnNwb3J0IGlucHV0IHRIbG5ldA0KIQ0KZW5k"
    }
  ]
}
```

### 3.4 Task Update Request: Comment

Provider shares a new 'customer visible' comment with KPN and is added as an 'additional comment' to the task.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'Comment'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
comment	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```
{
```

```

"action": "Comment",
"kpn_ticket_number": "INTASK#100001234",
"customer_reference_number": "ABC1234",
"comment": "Cause of the issue has been determined. Fix is expected to be implemented within the next hour.",
"attachments": [
  {
    "name": "test.txt",
    "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRID
QohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVIIDEwMCBvdCiBwZXJtaXQgdWQogdHJhbnNw
b3J0IGlucHV0IHRlbg5ldA0KIQ0KZW5k"
  }
]
}

```

### 3.5 Task Update Request: Worknote

Provider shares a new 'internal' worknote with KPN and is added as a 'Worknote' to the task.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'Worknote'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknotes	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```

{
"action": "Worknote",
"kpn_ticket_number": "INTASK#100001234",
"customer_reference_number": "ABC1234",
"worknotes": "We need to replace a part. The new part has been ordered and will be delivered tomorrow-morning."
}

```

### 3.6 Task Update Request: Closed Complete

Provider informs KPN that the assigned task has been completed. The task in ServiceNow will change to state 'Closed Complete'.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'Closed Complete'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknote	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
close_notes	Worknotes describing what has been done for closing the task.	4000	Optional



Data-Item	Description	Length	
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```

{
  "action": "Closed Complete",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "close_notes": "problem is fixed by OS update",
  "attachments": [
    {
      "name": "test.txt",
      "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRIDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVIIDEwM CBvdCjBwZXJtaXQgdWQogdHJhbnNw b3JOIGlucHV0IHRIbG5ldA0KIQ0KZW5k"
    }
  ]
}

```

### 3.7 Task Update Request: Closed Incomplete

Provider informs KPN that the assigned task has been closed without successfully completing the task. The task in ServiceNow will change to state ‘Closed Incomplete’.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>‘Closed Incomplete’</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknote	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
close_notes	Worknotes describing what has been done for closing the task.	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```

{
  "action": "Closed Incomplete",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "close_notes": "Cause of the issue could not be determined. Problem could not be replicated. In agreement with the user the ticket is closed.",
  "attachments": [
    {

```

```

"name": "test.txt",
"content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRID
QohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVIIDEwMCRvdCiBwZXJtaXQgdWQogdHJhbnNw
b3J0IGlucHV0IHRIbG5ldA0KIQ0KZW5k"
}
]
}

```

### 3.8 Task Update Request: Closed Skipped

Provider informs KPN that the assigned task has been closed without completing the task. Example: on request of the user/customer the task is cancelled.

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'Closed Skipped'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknote	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
close_notes	Worknotes describing what has been done for closing the task.	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 80 Mb</i>		Optional

```

{
"action": "Closed Skipped",
"kpn_ticket_number": "INTASK#100001234",
"customer_reference_number": "ABC1234",
"close_notes": "On request of the user the ticket is cancelled."
}

```

## **4 Attachment handling**

### **4.1 Sending Attachments to KPN ServiceNow**

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

### **4.2 Receiving Attachments from KPN ServiceNow**

If an attachment is added by KPN to a ticket or task, a message will be placed in the queue containing a link to retrieve the attachment. See the addendum for details of the message.

## 5 Overview ErrorCodes

Below an overview of the possible error-codes.

ErrorCode	Type of Error	Suggested action
1000	Schema validation	Mandatory data is missing to create or update the ticket
1010	Service not found	Service is not supported (existing/active) in KPN ServiceNow
1040	Unknown ticket type	The kpn_ticket_number is of a not supported type
1050	Unknown transaction_id	For response, a message with the received transaction_id could not be found
1100	Order not created because Item not found	The Order Item is not supported (existing/active) for the company in KPN ServiceNow; contact KPN Service Delivery Manager to align on expected values
1110	Order not created because Service not found	The Order Service is not supported (existing/active) for the company in KPN ServiceNow; contact KPN Service Delivery Manager to align on expected values
1190	Order not created for unknown reason	The Order could not be created for an unknown reason in KPN ServiceNow
2000	No valid ticket found	The combination of kpn_ticket_number & customer_reference_number does not exist in KPN ServiceNow
3000	Double ticket	Reference number already exists
6010	Attachment not found	Check the attachment id in the link
6050	Endpoint failure	Please try to resend the message
9000	Default	See the message for the details