



KPN

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KPN B2B Integrations

ServiceNow Connect API

4 Addendum

version 0.95

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Version Control

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

1 Introduction

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

This document is the addendum document containing samples of all possible message updates from KPN

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)

For details on how to work with tasks (Incident Task, Change Task and Request task) the third document is available.

2 Ticket_type: Incident & Request for Information

Ticket-Updates from KPN to Customer:

- New
- In Progress
- On Hold
- Resolved
- Reopened
- Canceled
- Closed
- Comment
- Details Changed

2.1 Action: New - Incident Ticket Created By KPN

In case a ticket in ServiceNow has been created by KPN (by a Servicedesk Agent or thru monitoring tools) the ticket-information will be shared with the customer.

Note 1: This not applicable for all customers. Contact your Service Delivery Manager of KPN in case you want to receive these tickets created by KPN.

Note 2: After processing this 'New' message a response to update the KPN ticket with the customer reference number is mandatory, see document "2 ServiceNow CC-API for Customers" chapter 3.1.

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"> • 'Incident' • 'Request for Information' 	30	Mandatory
action	Action taken on the ticket. Value: "New"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> • New • Resolved 	160	Mandatory
short_description	Short Description / Summary of the Case	160	Mandatory
description	(Long) Description of the reported Case.	4000	Mandatory
contact	id of the contact (Reported by / Requested by)	100	Mandatory
user	Id of the user (Affected user / Requested for)	100	Mandatory
service	Impacted service	255	Mandatory
ci	Affected Configuration Item (CI)	255	Optional

Data-Item	Description	Max. Length	
priority	Priority. Possible values are: <ul style="list-style-type: none"> • 1 – Critical • 2 – High • 3 – Moderate • 4 – Low • 5 - Planning 	20	Mandatory

Sample Ticket-Update (New)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:05:32.027Z",
    "ticket_type": "Request for Information",
    "action": "New",
    "kpn_ticket_number": "INC#11361765",
    "customer_reference_number": "",
    "transaction_id": "0c3d8ac1-22a2-4eb5-856f-43e2541a7414",
    "ticket_attributes": {
      "state": "New",
      "short_description": "Test Short Description",
      "description": "Ask a question about KIS Storage\r\nAsk your question here: This is a test\r\n",
      "user": "ronald@customer.nl",
      "contact": "truus@customer.nl",
      "service": "Managed Cloudservices - KIS Storage",
      "ci": "KS1456",
      "priority": "5 - Planning"
    }
  }
]
```

2.2 Action: In Progress - Ticket changed to State In Progress

KPN has set the ticket in ServiceNow to 'In Progress'.

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">'Incident''Request for Information'	30	
action	Action taken on the ticket. Value: "In Progress"	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			
state	State of the ticket in the KPN system. Value: "In Progress"	30	Mandatory
comments	Some additional information from KPN	4000	Optional

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"
    }
  }
]
```

2.3 Action: On Hold - Ticket changed to State On Hold

KPN has set the ticket in ServiceNow to 'On Hold'.

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">'Incident''Request for Information'	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	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			
state	State of the ticket in the KPN system. Value: "On Hold"	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'.	4000	Mandatory

Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:18:12.524Z",
    "ticket_type": "Incident",
    "action": "On Hold",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "7ef55658-9784-4512-b5c1-11dcddea6b50",
    "ticket_attributes": {
      "state": "On Hold",
      "comments": "Additional comment for On Hold\n\n",
      "on_hold_reason": "Awaiting User"
    }
  }
]
```


2.4 Action: Resolved - Ticket changed to State Resolved

KPN has set the ticket in ServiceNow to 'Resolved'.

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">'Incident''Request for Information'	30	
action	Action taken on the ticket. Value: "Resolved"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Resolved"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
resolution_code	Possible values are: <ul style="list-style-type: none">Solved (Work Around)Solved (Permanently)Solved Remotely (Work Around)Solved Remotely (Permanently)Not Solved (Not Reproducible)Not Solved (Too Costly)Closed/Resolved by Caller	40	Mandatory
resolution_note	Close-notes	4000	Mandatory

Sample Ticket-Update (Resolved)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:20:04.299Z",
    "ticket_type": "Incident",
    "action": "Resolved",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "22a0cd58-9f66-464a-88e1-ca68e068ddb9",
    "ticket_attributes": {
      "state": "Resolved",
      "comments": "",
      "resolution_code": "Solved (Permanently)",
      "resolution_notes": "These are the resolution notes"
    }
  }
]
```

2.5 Action: Reopened - Ticket is Reopened

KPN has reopened the ticket in ServiceNow which was previously reported 'Resolved'.

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">'Incident''Request for Information'	30	
action	Action taken on the ticket. Value: "Reopened"	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			
state	State of the ticket in the KPN system. Value: "In Progress"	30	Mandatory
comments	Some additional information from KPN	4000	Optional

Sample Ticket-Update (Reopened)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:21:14.510Z",
    "ticket_type": "Incident",
    "action": "Reopened",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "19f9cb3b-f016-4834-9ea6-2a7a4fd461ad",
    "ticket_attributes": {
      "state": "In Progress"
    }
  }
]
```

2.6 Action: Canceled - Ticket changed to State Canceled

KPN has set the ticket in ServiceNow to 'Canceled'.

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">'Incident''Request for Information'	30	
action	Action taken on the ticket. Value: "Canceled"	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			
state	State of the ticket in the KPN system. Value: "Canceled"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
resolution_code	Possible values are: <ul style="list-style-type: none">Solved (Work Around)Solved (Permanently)Solved Remotely (Work Around)Solved Remotely (Permanently)Not Solved (Not Reproducible)Not Solved (Too Costly)Closed/Resolved by Caller	40	Optional
resolution_notes	Close-notes	4000	Mandatory

Sample Ticket-Update (Canceled)

```
[
{
  "message_datetime_utc": "2024-11-25T08:51:21.047Z",
  "ticket_type": "Incident",
  "action": "Canceled",
  "kpn_ticket_number": "INC#11361773",
  "customer_reference_number": "CTP-20241125-942",
  "transaction_id": "8d14864e-6efb-45ba-8be8-e36cddf013e3",
  "ticket_attributes": {
    "state": "Canceled",
    "comments": "",
    "resolution_code": "Not Solved (Not Reproducible)",
    "resolution_notes": "Some resolution notes on canceled"
  }
}
]
```

2.7 Action: Closed - Ticket Changed to State Closed

KPN has set the ticket in ServiceNow to 'Closed'.

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">'Incident''Request for Information'	30	Mandatory
action	Action taken on the ticket. Value: "Closed"	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			
state	State of the ticket in the KPN system. Value: "Closed"	30	Mandatory

Sample Ticket-Update (Closed)

```
[
  {
    "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
    "message_datetime_utc": "2024-08-20T05:18:21Z",
    "ticket_type": "Incident",
    "action": "Closed",
    "kpn_ticket_number": "INC#11182859",
    "customer_reference_number": "CTP-20240807-002",
    "ticket_attributes": {
      "state": "Closed"
    }
  }
]
```

2.8 Action: Comment - new Comment added to the Ticket

KPN has added an additional comment to the ticket in ServiceNow.

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">'Incident''Request for Information'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">NewIn ProgressOn HoldResolvedCanceledClosed	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update (Comment)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:41:21.360Z",
    "ticket_type": "Incident",
    "action": "Comment",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "d0157158-1d83-4e51-95bf-a7d1021aebab",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Just a comment\n\n"
    }
  }
]
```

2.9 Action: Details Changed - details changed of the Ticket

KPN has changed one or multiple of the next fields:

- Priority
- Category
- Service

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">• 'Incident'• 'Request for Information'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
category	Possible values: <ul style="list-style-type: none">• 'Incident'• 'Request for Information'	30	Optional
service	Impacted service	255	Optional
comments	Some additional information from KPN	4000	Optional
priority	Priority. Possible values are: <ul style="list-style-type: none">• 1 – Critical• 2 – High• 3 – Moderate• 4 – Low• 5 - Planning	20	Optional

Sample Ticket-Update (Details Changed)

```
[
  {
    "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
    "message_datetime_utc": "2024-08-20T05:17:01Z",
    "ticket_type": "Incident",
    "action": "Details Changed",
    "kpn_ticket_number": "INC#11182859",
    "customer_reference_number": "CTP-20240807-002",
    "ticket_attributes": {
      "comment": "",
      "priority": "1 - Critical",
      "category": "Incident"
    }
  }
]
```

3 Ticket_type: Change Requests

Updates from KPN to Customer:

- New
- In Progress
- Comment
- On Hold
- Details Changed
- Executed
- Canceled
- Closed

3.1 Action: New - Change Request Ticket Created By KPN

In case a ticket in ServiceNow has been created by KPN (by a Change Manager) the ticket-information will be shared with the customer.

Note 1: This not applicable for all customers. Contact your Service Delivery Manager of KPN in case you want to receive these tickets created by KPN.

Note 2: After processing this 'New' message a response to update the KPN ticket with the customer reference number is mandatory, see document "2 ServiceNow CC-API for Customers" chapter 3.1.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "New"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: 'New'	160	Mandatory
short_description	Short Description / Summary of the Change	160	Mandatory
description	(Long) Description of the reported Change	4000	Mandatory
contact	id of the contact (Reported by / Requested by)	100	Mandatory
user	Id of the user (Affected user / Requested for)	100	Mandatory
type	Type. Possible values are: <ul style="list-style-type: none"> • Normal • Emergency 		Mandatory
impact	Impact. Possible values are: <ul style="list-style-type: none"> • 1 – High • 2 – Medium • 3 – Low 		Mandatory

Data-Item	Description	Max. Length	
priority	Priority. Possible values are: <ul style="list-style-type: none"> • 1 – Critical • 2 – High • 3 – Moderate • 4 - Low 		Mandatory
risk	Risk. Possible values are: <ul style="list-style-type: none"> • High • Moderate • Low • None 		Mandatory
desired_delivery_date	The original date the customer has requested for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_start_date	The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional

Sample Ticket-Update (New)

```
[
  {
    "message_datetime_utc": "2024-11-08T09:43:48.478Z",
    "ticket_type": "Change Request",
    "action": "New",
    "kpn_ticket_number": "CHG#10488723",
    "customer_reference_number": "",
    "transaction_id": "35f86471-7181-4ee7-9290-1b8bd4f4ed5c",
    "ticket_attributes": {
      "short_description": "Test Short Description",
      "description": "Test Long description.\r\nWith multiple lines",
      "state": "New",
      "type": "Normal",
      "impact": "3 - Low",
      "risk": "Moderate",
      "priority": "4 - Low",
      "contact": "KPN",
      "user": "KPN",
      "desired_delivery_date": "2024-11-08 10:43",
      "planned_start_date": "2024-11-10 10:43",
      "planned_end_date": "2024-11-11 10:43"
    }
  }
]
```


3.2 Action: In Progress – Change Request In Progress

KPN has set the Change Request in ServiceNow to 'In Progress'.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "In Progress"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• "New"• "Assess"• "Authorize"• "Scheduled"• "Implement"	30	Mandatory
desired_delivery_date	The original date the customer has requested for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_start_date	The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2024-10-28T15:43:41.395Z",
    "ticket_type": "Change Request",
    "action": "In Progress",
    "kpn_ticket_number": "CHG#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "8700e79f-5e7a-4890-b44d-9515ca40839e",
    "ticket_attributes": {
      "state": "Assess",
      "planned_start_date": "28-Oct-2024 16:43",
      "planned_end_date": "28-Oct-2024 16:43"
    }
  }
]
```

3.3 Action: Comment - Comment added to the Change Request

KPN has added an additional comment to the Change Request in ServiceNow.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• "New"• "Assess"• "Authorize"• "Scheduled"• "Implement"• "Review"		
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update (Comment)

```
[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Change Request",
    "action": "Comment",
    "kpn_ticket_number": "CHG#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "state": ""Assess"
      "comments": "Some comments\n\n"
    }
  }
]
```

3.4 Action: On Hold – Change Request changed to State On Hold

KPN has set the Change Request in ServiceNow to 'On Hold'.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• "New"• "Assess"• "Authorize"• "Scheduled"• "Implement"• "Review"	30	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'	4000	Mandatory

Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2024-10-29T07:24:01.593Z",
    "ticket_type": "Change Request",
    "action": "On Hold",
    "kpn_ticket_number": "CHG#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "a99cc7e3-9cf7-4f2a-8adb-3b0d0b5a5683",
    "ticket_attributes": {
      "state": "On Hold",
      "on_hold_reason": "Test On Hold"
    }
  }
]
```

3.5 Action: Details Changed - Details changed of the Change Request

KPN has changed one or multiple of the next fields:

- Planned start date
- Planned end date
- Type

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	Applicable service management process. Value: 'change_request'	30	Mandatory
action	Action taken on the ticket. Value: "Details Changed"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> • "New" • "Assess" • "Authorize" • "Scheduled" • "Implement" • "Review" 	30	Mandatory
planned_start_date	Field is only included in the JSON in case it has been changed in ServiceNow. The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		optional
planned_end_date	Field is only included in the JSON in case it has been changed in ServiceNow. The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		optional
type	Field is only included in the JSON in case it has been changed in ServiceNow. Change type. Possible values: <ul style="list-style-type: none"> • Normal • Emergency 	20	optional

Sample Ticket-Update (Details Changed)

```
[
  {
    "message_datetime_utc": "2024-10-30T10:38:11.999Z",
    "ticket_type": "Change Request",
    "action": "Details Changed",
    "kpn_ticket_number": "CHG#10473336",
    "customer_reference_number": "CTP-20241030-372",
    "transaction_id": "42fd3bb6-c3b4-45c7-83d3-990c30d9b5c1",
    "ticket_attributes": {
      "planned_start_date": "2024-10-18 10:00",
      "planned_end_date": "2024-10-18 11:00",
      "type": "Emergency"
    }
  }
]
```

3.6 Action: Executed – The Change Request is Executed

KPN has executed the Change Request.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Executed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Review"	30	Mandatory
comment	Some additional information from KPN	4000	Optional
actual_start_date	The actual start date for the change (in CET) format: YYYY-MM-DD HH:MM		Mandatory
actual_end_date	The actual end date for the change (in CET) format: YYYY-MM-DD HH:MM		Mandatory
close_code	Possible values are: <ul style="list-style-type: none">• Successful• Unsuccessful• Successful with issues	40	Optional
close_notes	Closure notes	4000	Mandatory

Sample Ticket-Update (Executed)

```
[
  {
    "message_datetime_utc": "2024-10-31T10:34:35.810Z",
    "ticket_type": "Change Request",
    "action": "Executed",
    "kpn_ticket_number": "CHG#10473345",
    "customer_reference_number": "TDN-20241031-002",
    "transaction_id": "a90f8f32-2f71-4282-9e36-0d6a3938edd1",
    "ticket_attributes": {
      "state": "Review",
      "actual_start_date": "2024-10-17 11:00",
      "actual_end_date": "2024-10-18 11:00",
      "close_code": "Successful",
      "close_notes": "Wat notities"
    }
  }
]
```

3.7

3.8 Action: Canceled – The Change Request is Canceled

KPN has set the Changed Request in ServiceNow to 'Canceled'.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Canceled"	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			
state	State of the ticket in the KPN system. Value: "Canceled"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
close_code	Possible values are: <ul style="list-style-type: none">• Successful• Unsuccessful• Successful with issues	50	Optional
close_notes	Closure notes	4000	Mandatory

Sample Ticket-Update (Canceled)

```
[
  {
    "message_datetime_utc": "2024-10-29T08:45:31.851Z",
    "ticket_type": "Change Request",
    "action": "Canceled",
    "kpn_ticket_number": "CHG#10473328",
    "customer_reference_number": "CTP-20241029-654",
    "transaction_id": "42d0f38f-8095-4d46-b2e8-6411f48eb93a",
    "ticket_attributes": {
      "state": "Canceled",
      "close_code": "Successful",
      "close_notes": "notes"
    }
  }
]
```

3.9 Action: Closed – The Ticket is Closed

KPN has set the Change Request in ServiceNow to 'Closed'.

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	Applicable service management process. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Closed"	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			
state	State of the ticket in the KPN system. Value: "Closed"	30	Mandatory
close_code	Possible values are: <ul style="list-style-type: none">• Successful• Unsuccessful• Successful with issues	50	Mandatory
close_notes	Closure notes	4000	Mandatory

Sample Ticket-Update (Closed)

```
[
  {
    "message_datetime_utc": "2024-10-31T10:36:46.455Z",
    "ticket_type": "Change Request",
    "action": "Closed",
    "kpn_ticket_number": "CHG#10473345",
    "customer_reference_number": "TDN-20241031-002",
    "transaction_id": "ca4d9d1e-aa32-4323-be30-13eb6b961e22",
    "ticket_attributes": {
      "state": "Closed",
      "close_code": "Successful with issues",
      "close_notes": "Wat notities 2"
    }
  }
]
```

4 Ticket_type: Service Request

Ticket-Updates from KPN to Customer:

- In Progress
- On Hold
- Comment
- Completed
- Canceled

4.1 Action: In Progress – Service Request In Progress

KPN has set the Service Request in ServiceNow to 'In Progress'.

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	Applicable service management process. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "In Progress"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• "In Progress"• "On Hold"• "Awaiting Review"	30	Mandatory
comments	Some additional information from KPN	4000	Optional

Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:48:46.587Z",
    "ticket_type": "Service Request",
    "action": "In Progress",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "5df0f549-3a5e-4bba-85e2-9c87b34d140b",
    "ticket_attributes": {
      "state": "In Progress"
    }
  }
]
```


4.2 Action: Comment - Comment added to the Service Request

KPN has added an additional comment to the Service Request in ServiceNow.

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	Applicable service management process. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• "New"• "In Progress"• "On Hold"• "Awaiting Review"	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update (Comment)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:48:55.921Z",
    "ticket_type": "Service Request",
    "action": "Comment",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "bc2ce63f-481f-44a0-a1cc-b1e62614cb92",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Catalog Task SCTASK#10562889 has additional comments - \nBusy text\n\n\n"
    }
  }
]
```

4.3 Action: On Hold - Service Request changed to State On Hold

KPN has set the Service Request in ServiceNow to 'On Hold'.

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	Applicable service management process. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">"On Hold"	30	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'	4000	Mandatory
comments	Some additional information from KPN	4000	Optional

Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:49:11.019Z",
    "ticket_type": "Service Request",
    "action": "On Hold",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "37b23de2-458a-4c4a-9890-6a0366dad68e",
    "ticket_attributes": {
      "state": "On Hold",
      "on_hold_reason": "Awaiting User",
      "comments": "\nPending comment\n\n\n"
    }
  }
]
```

4.4 Action: Completed – The Service Request is Closed Complete

KPN has completed the Service Request.

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	Applicable service management process. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "Completed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Closed Complete"	30	Mandatory
comment	Some additional information from KPN	4000	Optional
close_code	Initially no values expected	40	Optional
close_notes	Closure notes	4000	Mandatory

Sample Ticket-Update (Closed Complete)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:57:26.938Z",
    "ticket_type": "Service Request",
    "action": "Completed",
    "kpn_ticket_number": "RITM#10537890",
    "customer_reference_number": "TDN-20250304-4",
    "transaction_id": "d42226fa-bcf3-4871-8b17-6255fd0a5d22",
    "ticket_attributes": {
      "state": "Closed Complete",
      "close_code": "",
      "close_notes": "Implemented as requested"
    }
  }
]
```

4.5 Action: Canceled – The Service Request is Canceled

KPN has set the Service Request in ServiceNow to 'Closed Aborted' (in case the request is abandoned after approval).

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	Applicable service management process. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "Canceled"	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			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none">• Closed Aborted• Closed Cancelled	30	Mandatory
comment	Some additional information from KPN	4000	Optional
close_code	Initially no values expected	40	Optional
close_notes	Closure notes	4000	Mandatory

Sample Ticket-Update (Canceled)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:51:01.219Z",
    "ticket_type": "Service Request",
    "action": "Canceled",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "3b30e7cf-ed84-416b-9c66-93ae4dec8767",
    "ticket_attributes": {
      "state": "Closed Aborted",
      "close_code": "",
      "close_notes": "Abort note"
    }
  }
]
```

5 Ticket_type: Incident Task

5.1 Action: New Incident Task created by KPN

KPN has created an Incident task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Incident Task'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
service	service for which the ticket is reported	255	Mandatory
assignment_group	Assignmentgroup of the task		Mandatory
ci	ci for which the incident is reported	255	Optional
priority	Allowed values: <ul style="list-style-type: none">1 - Critical2 - High3 - Moderate4 - Low5 - Planning	20	Optional

Sample Ticket-Update

```
[
  {
    "message_datetime_utc": "2024-12-06T13:38:59.503Z",
    "ticket_type": "Incident Task",
    "action": "New",
    "kpn_ticket_number": "INTASK#11300084",
    "customer_reference_number": "",
    "transaction_id": "b0662f33-3d4e-4fdd-ae43-f24d0a78baff",
    "ticket_attributes": {
      "parent_customer_reference_number": "CTP-20241206-001",
      "parent_kpn_ticket_number": "INC#11361936",
      "short_description": "test",
    }
  }
]
```

```

    "description": "register an incident about KIS Managed Backup\r\n",
    "user": "ronald@customer.nl",
    "contact": "",
    "service": "Managed Cloudservices - KIS Backup storage",
    "assignment_group": "KPN-B2B-As Is Workplace (KPN WP)",
    "ci": "",
    "priority": "5 - Planning"
  }
}
]

```

5.2 Action: Worknote - new Worknote added to the task

KPN has added an internal worknote to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none"> 'Incident Task' 'Change Task' 'Request Task' 	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
worknotes	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```

[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "worknotes": "Some worknotes\n\n"
    }
  }
]

```

5.3 Action: Comment – new Comment added to the Task

KPN has added an additional comment to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Incident Task''Change Task''Request Task'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```
[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "comments": "Some comments\n\n"
    }
  }
]
```

6 Ticket_type: Change Task

6.1 Action: New - Change Task Created by KPN

KPN has created an Change task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Change Task'	30	Mandatory
action	Action taken on the ticket. Value: "New"	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			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
service	Impacted service	255	
assignment_group	Assignmentgroup of the task		Mandatory
ci	Affected Configuration Item (CI)	255	Optional
type	Change type, possible values: <ul style="list-style-type: none">NormalEmergency	20	Optional
risk	Risk. Possible values are: <ul style="list-style-type: none">HighModerateLowNone	20	Optional
priority	Allowed values: <ul style="list-style-type: none">1 - Critical2 - High3 - Moderate4 - Low5 - Planning	20	Optional
planned_start_date	The planned start date of the task (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date of the task (in CET) format: YYYY-MM-DD HH:MM		Optional

Sample Ticket-Update

```
{  
  "message_datetime_utc": "2025-03-18T09:50:07.263Z",
```



```

"ticket_type": "Change Task",
"action": "New",
"kpn_ticket_number": "CTASK#10228908",
"customer_reference_number": "",
"transaction_id": "f6142eaa-aff5-4c25-93f3-29fb56f30d48",
"ticket_attributes": {
  "parent_customer_reference_number": "CHG12345678",
  "parent_kpn_ticket_number": "CHG#10573685",
  "short_description": "Short Description of the task ",
  "description": "Detailed Description of the task",
  "user": "frans@customer.nl",
  "contact": "edwin@customer.nl",
  "service": "",
  "assignment_group": "KITS-IT-NS-ARCH",
  "ci": "SSR Security Services (2-010)",
  "type": "Normal",
  "risk": "Low",
  "priority": "4 - Low",
  "planned_start_date": "",
  "planned_end_date": ""
}
}

```

6.2 Action: Worknote - new Worknote added to the task

KPN has added an internal worknote to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none"> 'Incident Task' 'Change Task' 'Request Task' 	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
worknotes	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```

[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",

```

```

    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "worknotes": "Some worknotes\n\n"
    }
  ]

```

6.3 Action: Comment – new Comment added to the Task

KPN has added an additional comment to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none"> • 'Incident Task' • 'Change Task' • 'Request Task' 	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```

[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "comments": "Some comments\n\n"
    }
  }
]

```

7 Ticket_type: Request Task

7.1 Action: New - Request Task Created by KPN

KPN has created an Incident task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Request Task'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
assignment_group	Assignmentgroup of the task		Mandatory
priority	Allowed values: <ul style="list-style-type: none">1 - Critical2 - High3 - Moderate4 - Low5 - Planning	20	Optional
order_items	Array of following object-fields		Optional only for Service Request
item	Requested (catalog) item of KPN (SSR in ServiceNow)	100	Mandatory
item_attributes	Object with additional attributes required for the requested (catalog) item		Mandatory
Name value pair field(s)	Additional attributes (unspecified number of unique fieldnames, matching the requested (catalog) item)		Optional

Sample Ticket-Update

```
{
  "message_datetime_utc": "2025-03-11T16:35:13.196Z",
  "ticket_type": "Request Task",
  "action": "New",
  "kpn_ticket_number": "SCTASK#10590141",
  "customer_reference_number": "",
  "transaction_id": "b12cad71-8427-493f-958e-bc3ca8d3205e",
  "ticket_attributes": {
```

```
"parent_customer_reference_number": "CTP-20250311-4",
"parent_kpn_ticket_number": "RITM#10564640",
"short_description": "510.400 - Decommissioning Firewall",
"description": "",
"user": "",
"contact": "",
"assignment_group": "KPN-DCLOUD Network DCLAN",
"priority": "5 - Planning",
"order_items": {
  "item": "510.400 - NIO ICT Automation",
  "item_attributes": {
    "correlation_id": "CC-API",
    "requester_for": "Unknown User",
    "integration_remarks": "\nAdditional variable: Item_description = We have decommissioned server 12345. \nPlease remove the firewall rules and objects for 12345 with following IP details: \n1.2.3.4 \n\nAdditional variable: u_company = KPN B.V.\nAdditional variable: contact_type = Integration\nAdditional variable: u_customer_service = Decommissioning Firewall",
    "remarks": "",
    "u_company": "KPN B.V.",
    "reference_customer": "",
    "u_service": "Decommissioning Firewall",
    "requester": "Unknown User",
    "u_department": "",
    "external_reference_number": "CTP-20250311-4",
    "u_external_ticket_no": "",
    "u_location": "",
    "u_external_application": "",
    "cost_center": "",
    "requested_by_date": "",
    "contact_type": "Integration"
  }
}
}
```

7.2 Action: Worknote - new Worknote added to the task

KPN has added an internal worknote to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Incident Task''Change Task''Request Task'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
worknotes	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```
[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "worknotes": "Some worknotes\n\n"
    }
  }
]
```

7.3 Action: Comment – new Comment added to the Task

KPN has added an additional comment to the task in ServiceNow.

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	Applicable service management process. Possible Values: <ul style="list-style-type: none">'Incident Task''Change Task''Request Task'	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	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			
comments	Some additional information from KPN	4000	Mandatory

Sample Ticket-Update

```
[
  {
    "message_datetime_utc": "2024-10-29T15:45:47.230Z",
    "ticket_type": "Incident Task",
    "action": "Comment",
    "kpn_ticket_number": "INTASK#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "12f19b28-0c09-43ff-98c9-1fe6a22964bb",
    "ticket_attributes": {
      "comments": "Some comments\n\n"
    }
  }
]
```

8 Attachments

8.1 Action: Attachment - Attachment added to the ticket

KPN has added an attachment to the ticket in ServiceNow.

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">'Incident''Request for Information''Change Request''Service Request''Incident Task''Change Task''Request Task'	30	Mandatory
action	Action taken on the ticket. Value: "Attachment"	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			
name	Name of the file/attachment	100	Mandatory
size	Size (in kb) of the attachment	20	Mandatory
link	url to retrieve the attachment	100	Mandatory
file_action	Possible values: <ul style="list-style-type: none">'Added''Removed'	20	Mandatory

Sample Ticket-Update (Attachment)

```
[
  {
    "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
    "message_datetime_utc": "2024-09-12T07:52:42Z",
    "ticket_type": "Incident",
    "action": "Attachment",
    "kpn_ticket_number": "INC#11252239",
    "customer_reference_number": "CTP-20240910-860",
    "ticket_attributes": {
      "name": "Test Bijlage 1.txt",
      "size": "0.004",
      "link": "https://api-
prd.kpn.com/network/kpn/servicenow/GetAttachment/3e26961687285e14c9cb8778cebb35fb",
      "file_action": "Added"
    }
  }
]
```

8.2 Retrieve the attachment

Using the link in the message above the contact can be retrieved.

Sample Get attachment response

```
{  
  "name": "Test Bijlage 2.txt",  
  "content_type": "text/plain",  
  "content": "VGVzdA=="  
}
```