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IM for Freshservice

Freshservice Smart Discovery Integration for Azure Automation

Integrating with Freshservice directly via PowerShell requires you to know upfront exactly what Ticket, Field names and Field values you want to interact with before you can start configuring your Freshservice API calls.

The Integration Module for Freshservice provides a set of ready built activities for integrating with Freshservice from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with Freshservice without having to write any PowerShell code.
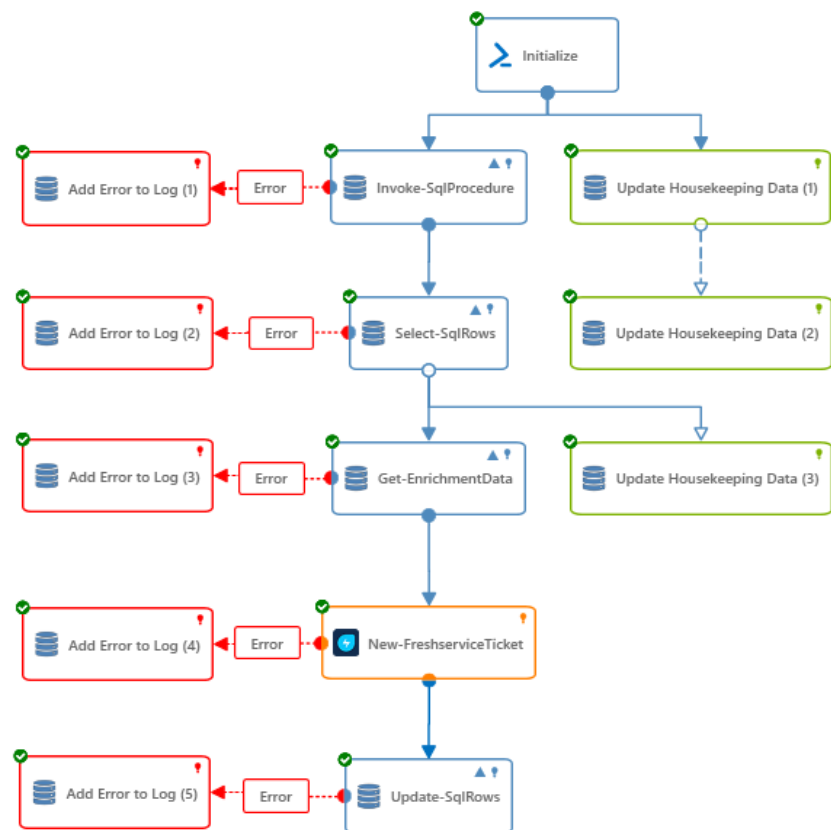
When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a Freshservice and the IM will query the Instance to find out the Ticket types in that Instance and presents you a list of the available Ticket types. You then select a Ticket type and the IM will automatically configure its self to show all the Fields in the Request type as a Parameter for the command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the Freshservice configuration before you can interact with it because the IM will tell you how the system is configured and then you just configure the activity to achieve the interaction you require.

For example if you want to get a Ticket from Freshservice you often what to limit the Ticket selected to those where the contents of a fields equals a given value. In the IM activity for Get-FreshserviceTicket there is a filter option and the IM immediately presents you with a list of the fields in the Ticket type you selected to set your filter criteria against.

When done from within the Runbook Studio this is all achieved without writing any PowerShell script.

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The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary Freshservice interactions without the user having to write or understand PowerShell

- Simplifies Runbook design by automatically mapping Ticket fields to input properties, filters and published data items

- Prevents errors by controlling access to read-only fields, enforcing mandatory inputs and by providing value browsers for common data types.

- Smart Connections establish a reusable link between the Runbook Studio and a specific Freshservice instance. You can create as many Smart Connections as you require, specifying links to multiple Freshservice instances. You can also create multiple Smart Connections to the same Freshservice instance to allow for differences in security privileges for different user accounts.

IM FOR FRESHSERVICE ACTIVITIES

Add-FreshserviceTicketNote	Add a note to an existing ticket, including uploading attachments
Get-FreshserviceAgent	Retrieves and filters agent users
Get-FreshserviceRequester	Retrieves and filters requester users
Get-FreshserviceTicket	Retrieves and filters tickets
Get-FreshserviceTicketNote	Retrieves ticket notes
New-FreshserviceTicket	Creates a new ticket
Remove-FreshserviceTicket	Removes a ticket
Set-FreshserviceTicket	Updates an existing ticket

For more information on the Kelverion Integration Module for Freshservice please contact info@kelverion.com.

∨ Kelverion.Freshservice
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Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

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