



INTEGRATION MODULE FOR SERVICEDESK PLUS

For Keverion Runbook Studio and Azure Automation

USER GUIDE

Version 1.1



Kelverion Integration Module for ServiceDesk Plus

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Getting Started

The following sections outline how to deploy and configure the Keverion Integration Module for ServiceDesk Plus.

System Requirements

The Integration Module for ServiceDesk Plus requires the following software to be installed and configured prior to implementing the integration. For more information on installing Keverion Runbook Studio, please refer to the Keverion Runbook Studio User Guide.

- Keverion Runbook Studio 5.6.1
- Microsoft .NET Framework 4.7.2
- ManageEngine ServiceDesk Plus Cloud (Aug 2023)

Installing the Integration Module

The easiest way to install and deploy the Integration Module for ServiceDesk Plus is from the PowerShell Gallery, but you can also download the module from Keverion and perform the steps manually.

You must install and deploy the Integration Module to each Azure Automation Account and Hybrid Worker host system that you plan to use to run your runbooks. You must also install the Integration Module on any Runbook Studio host systems that you will be using to build and manage your runbooks.

Using the PowerShell Gallery

Using the commands in the **PowerShellGet** module, you can download the Keverion Integration Module for ServiceDesk Plus from the PowerShell Gallery and install it on your local computer. You can also deploy the module directly from the PowerShell Gallery to any of your Azure Automation Accounts.

Install the Integration Module on your local computer or Hybrid Worker:

1. Confirm that the latest PowerShellGet module is installed.
2. Start a PowerShell window as Administrator and run the command:

```
Install-Module -Name Keverion.ServiceDeskPlus -Scope AllUsers
```

Upload the Integration Module to an Azure Automation Account:

1. Go to the [PowerShell Gallery](#).
2. Click the **Azure Automation** tab.
3. Click **Deploy to Azure Automation**. You will be directed to Microsoft Azure.
4. Select the **Automation Account** that you want to deploy the module to.
5. Click **OK**.

Manual Installation

Alternatively, you can download the Integration Module package from Keverion and deploy it manually to your local computer, hybrid workers and Automation Accounts.

The download package from Keverion includes a **.zip** file containing the Integration Module as well as the User Guide and Release Notes. The following instructions assume that you have unzipped the download package and have access to the **.zip** file containing the Integration Module.

Install the Integration Module on your local computer or any Hybrid Workers:

1. Copy the **Keverion.ServiceDeskPlus.zip** file to your local computer.
2. Right-click on the file and select **Properties**.
3. Click the **General** tab. If necessary, click **Unblock**, and then click **OK**.
4. Unzip the **Keverion.ServiceDeskPlus.zip** file.
5. Copy the **Keverion.ServiceDeskPlus** folder to a location in the %PsModulePath% path.

Important: When installing the Integration Module on a Hybrid Worker, you must use a location that is accessible to all users of the computer.

Upload the Integration Module to an Azure Automation Account:

1. Sign into [Microsoft Azure](#).
2. Open the Automation Account that you want to upload the module to.
3. Click **Modules** under Shared Resources. The list of installed modules is displayed.
4. Click **Add a module** at the top of the list.
5. In the **Upload File** box, select the **Keverion.ServiceDeskPlus.zip** file that you downloaded.
6. Click **OK**. Importing the module may take several minutes.

Licensing the Integration Module

Licenses for Keverion Integration Modules are managed and deployed using the *Keverion Runbook Studio* and *Automation Connection Assets*.

Register an Integration Module license with Runbook Studio:

1. Open **Keverion Runbook Studio**.
2. In the **File** tab, click **About**.
3. Click **License Information**.
4. Click the **Integration Modules** tab, and then click **Add License**.
5. Select the integration module license file (.kaml) and click **Open**.
6. You should see your entitlements displayed in the list.
7. Click **OK**.

Important: Entitlements will not display until after the Integration Module has been installed on the Runbook Studio computer.

Create a Connection Asset with a license key and upload it to Azure:

1. On the **Home** tab, click **Sign In**. The Sign In dialog appears.
2. Sign into your account.
3. In the **Active Azure Automation Account** box, select the account that you want to add the connection asset to
4. Click **New Asset** and then click **Connection**. The New Connection dialog appears.
5. In the **Name** field, enter a name to identify the connection.
6. In the **Connection Type** field, select the desired connection type.
7. Enter the appropriate connection information in the provided fields.
8. Click **OK**.

Update all Connection Assets license keys and upload them to Azure:

1. On the ribbon, click the **Home** tab, and then click **Sign In**. The Sign In dialog appears.
2. Sign into your account.
3. In the Explorer panel, click the **Azure (Online)** group.
4. Right-click the Azure Automation Account that contains the connection assets you want to update, and then click **Update License Keys**. A summary is displayed.

Authenticating with ServiceDesk Plus

The ServiceDesk Plus Cloud API uses the OAuth 2.0 protocol for authentication.

ServiceDesk Plus is hosted at multiple data centers and therefore available in different domains. Refer to the following table to determine the **Account Server URL** and **API Domain URL** for your data center.

| <i>Data Center</i> | <i>Account Server URL</i> | <i>API Domain URL</i> |
|----------------------|------------------------------|--------------------------------------|
| <i>United States</i> | https://accounts.zoho.com | https://sdpondemand.manageengine.com |
| <i>Europe</i> | https://accounts.zoho.eu | https://sdpondemand.manageengine.eu |
| <i>India</i> | https://accounts.zoho.in | https://sdpondemand.manageengine.in |
| <i>China</i> | https://accounts.zoho.com.cn | https://sdpondemand.manageengine.cn |
| <i>Australia</i> | https://accounts.zoho.co.au | https://servicedeskplus.net.au |

Create a Self-Client Authorization Code:

1. Login to the [Zoho Developer Console](#).
2. Choose **Self Client** from the list of client types and click **Create Now**.
3. Click **OK** in the popup to enable a self-client for your account. Now your **Client ID** and **Client Secret** are displayed under the **Client Secret** tab.
4. Click the **Generate Code** tab.
5. In the **Scope** tab enter the following:
SDPOnDemand.requests.ALL,SDPOnDemand.assets.ALL,SDPOnDemand.setup.ALL,SDPOnDemand.general.ALL,SDPOnDemand.projects.ALL,SDPOnDemand.Users.ALL
6. Select the **Time Duration** for which the grant token is valid. Please note that after this time, the grant token expires.
7. Enter a description and click **Generate**.

Create an OAuth 2.0 Refresh Token:

The Keverion.ServiceDeskPlus module provides the **New-ServiceDeskPlusRefreshToken** cmdlet that you can use to generate refresh tokens for authenticating with ServiceDesk Plus. To run this PowerShell script, you will need to know your **Account Server URL**, your self-client **Client ID** and **Client Secret** and the temporary **Authorization Code** that you generated in the previous step.

```
$authority = 'Your Account Server URL'  
$clientId = 'Your Self-Client Client ID'  
$clientSecret = 'Your Self-Client Client Secret'  
$code = 'Your Self-Client Authorization Code'
```

```
New-ServiceDeskPlusRefreshToken -Authority $authority -ClientId  
$clientId -ClientSecret $clientSecret -AuthorizationCode $code
```


Connecting Runbook Studio to ServiceDesk Plus

In Keverion Runbook Studio you can configure one or more Smart Connections to establish reusable links between Runbook Studio and a specific ServiceDesk Plus instance. You can create as many Smart Connections as you require, specifying links to multiple instances. You can also create multiple Smart Connections to the same instance to allow for differences in security privileges for different user accounts.

Adding a Smart Connection to Keverion Runbook Studio:

1. On the ribbon, go to the **Home** tab.
2. Click **Smart Connections**.
3. On the **Smart Connections** dialog, click **New**.
4. In the **Name** box, enter a name for the configuration. This could be the name of the instance or a descriptive name to distinguish the configuration.
5. In the optional **Description** box, enter a description of the Smart Connection.
6. In the **Connection Type** box, select **Keverion.ServiceDeskPlus**.
7. In the **DomainUrl** box enter the API Domain URL of the ServiceDesk Plus instance you want to connect to (ex. <https://sdpondemand.manageengine.com>)
8. In the **AccountServerUrl** box, enter the Account Server URL used for OAuth authentication (ex. <https://accounts.zoho.com>)
9. In the **ClientId** box, enter the client ID of your Self Client application.
10. In the **ClientSecret** box, enter the client secret of your Self Client application.
11. In the **RefreshToken** box, enter the OAuth 2.0 refresh token that you generated.
12. Click **OK**.
13. Click **OK**.

Azure Global Connection Assets

The activities in the Keverion Integration Module for ServiceDesk Plus require connection information to connect to instances of ServiceDesk Plus.

The recommended way to pass connection information to your activities in your runbooks is to use Global Connection Assets. Global connection assets let you securely define connection information in Azure which can then be retrieved on demand using either the *Get-AutomationConnection* cmdlet or Connection Asset Data Source.

Adding a global connection asset to your Azure Automation Account:

1. On the **Resources** panel, go to the **Azure** group.
2. Expand the tree to find the desired Azure Subscription and Automation Account.
3. Right click **Connections** and click **Add New Connection**.
4. In the **Name** box, enter a name for the configuration. This could be the name of the instance or a descriptive name to distinguish the type of configuration.
5. In the optional **Description** box, enter a brief description describing the connection.

6. In the **Connection Type** box, select **Kelverion.ServiceDeskPlus**.
7. In the **DomainUrl** box enter the API Domain URL of the ServiceDesk Plus instance you want to connect to (ex. <https://sdpondemand.manageengine.com>)
8. In the **AccountServerUrl** box, enter the Account Server URL used for OAuth authentication (ex. <https://accounts.zoho.com>)
9. In the **ClientId** box, enter the client ID of your Self Client application.
10. In the **ClientSecret** box, enter the client secret of your Self Client application.
11. In the **RefreshToken** box, enter the OAuth 2.0 refresh token that you generated.
12. Click **OK**.

Working with Additional Field Customizations

In addition to supporting many standard fields, the integration module can also work with additional fields that you used to customize your ServiceDesk Plus instance. To use additional fields in your runbooks, you must provide the appropriate field definitions. Additional field definitions are specified using the **AdditionalFields** connection field, which is available when creating Azure connection assets and Runbook Studio smart connections for ServiceDesk Plus.

Important: The integration module currently supports additional field for requests only.

The additional field definitions are created using JavaScript Object Notation (JSON) and it has the following format:

```
{
  "request" : [ "array of field definitions"
]
```

The general format of each field definition is as follows:

```
{
  "name"      : "The field key (i.e., udf_char1)"
  "displayName" : "The field name"
  "fieldType"  : "string/boolean/long/double/dateTime"
  "fieldValues" : [ "array of strings" ]
}
```

The following example shows the definition for three additional fields used to track reopened requests.

```
{
  "request": [
    {
      "name": "udf_char3",
      "displayName": "ReopenedBy"
      "fieldType": "String",1
    }
  ]
}
```

```
    },  
    {  
      "name" : "udf_long1"  
      "displayName": "ReopenCount"  
      "fieldType": "Long",  
    },  
    {  
      "name": "udf_date1",  
      "displayName": "ReopenAt"  
      "fieldType": "DateTime",  
    }  
  ]  
}
```

Working with Activities in Runbook Studio

The following sections outline some of the common configuration options that are available to you when working with the activities in the Keverion Integration Module for ServiceDesk Plus.

Activity Properties

All activities in the Keverion Integration Module for ServiceDesk Plus have the following properties:

| Property | Description |
|-------------|---|
| Label | A unique label that identifies the activity in the runbook. Runbook Studio will provide a default name for each activity, but you can provide your own labels to make their role in the runbook more obvious. |
| Description | An optional description of the activity. Providing a description is a fantastic way to let everyone understand the function of the activity in the runbook. |
| Checkpoint | <p>Indicates whether a checkpoint is set in the runbook workflow after the activity runs. Checkpoints are only available for Graphical PowerShell Workflow runbooks.</p> <p>If the runbook uses Azure cmdlets, you should follow best practices and follow a check-pointed activity with an <u>Add-AzureRMAccount</u> in case the runbook is suspended and restarts from this checkpoint on a different worker.</p> |

Smart Discovery

When designing runbooks in Keverion Runbook Studio, you will notice that the activities in the Keverion Integration Module for ServiceDesk Plus include a **Discovery** panel instead of the **Parameter Sets** panel that is present for standard command activities. This is because the activities in the Keverion Integration Module for ServiceDesk Plus support interactive discovery of the ServiceDesk Plus assets in your environments.

All activities in the Keverion Integration Module for ServiceDesk Plus have a **Connection** option on the **Discovery** panel which lets you specify how Runbook Studio should connect to ServiceDesk Plus.

When connected to ServiceDesk Plus, Runbook Studio will provide additional discovery options, such as **Project** and **Issue Type**, which can be used to specify the resources that you want to integrate with. Once you have filled in the discovery options Runbook Studio will provide additional parameters and, in some cases, filters which can be used to configure the activity.

Smart Parameters

Unlike standard command activities, whose parameters are determined by the Parameter Set that is selected, the parameters in the Keverion Integration Module for ServiceDesk Plus are determined by the Discovery options that you specify.

For example, when using the **New-ServiceDeskPlusRequest** activity, the Discovery panel will contain options for selecting a ServiceDesk Plus request template. Once you have selected a template, Runbook Studio will provide you with mandatory and optional parameters that coincide with the

fields in the template. If you select another request template, Runbook Studio will provide you with a separate set of parameters automatically.

You must configure all mandatory parameters. To view the optional parameters that are associated with an activity, click **Optional** at the top of the Parameters tab.

In addition, all activities in the Keverion Integration Module for ServiceDesk Plus include a **Connection** parameter which is used to specify information that the activity will use to connect to ServiceDesk Plus when it is executed as part of a runbook running on a Hybrid Worker. Typically, you will assign a Connection Asset data source to this parameter so that the activity can securely use connection information stored in Azure.

The Connection parameter should not be confused with the similarly named Connection option on the Discovery panel which is used to specify how Runbook Studio connects to ServiceDesk Plus to provide design-time configuration options.

Several factors determine the data sources that are available when configuring a parameter. They include: the parameter's data type, whether it is linked to another activity and whether the runbook has any input parameters.

Runbook studio supports the following data sources.

| | |
|--------------------------|---|
| Activity output | <p>Specify activity whose output will be assigned to the parameter. You may also provide an optional Path to select a specific property of the output objects that are generated by the activity.</p> <p>Available when the activity is linked to a source activity.</p> |
| Not configured | <p>Clears any value that was previously configured. You must configure all mandatory parameters.</p> |
| Certificate asset | <p>Specify the name of the global certificate asset that will be used to provide a value for the parameter.</p> <p>If you have connected to Azure and selected a Subscription and Automation Account on the toolbar, the data source will provide the names of the certificates that are available.</p> |
| Credential asset | <p>Specify the name of the global credential asset that will be used to provide a value for the parameter.</p> <p>If you have connected to Azure and selected a Subscription and Automation Account on the toolbar, the data source will provide the names of the credentials that are available.</p> |
| Constant | <p>Specify a constant value to assign to the parameter. Available for parameters that have the following data types:</p> <ul style="list-style-type: none">• String• DateTime• Timespan• Decimal• Double |

| | |
|------------------------------|--|
| Connection asset | Specify the name of the global connection asset that will be used to provide a value for the parameter. If you have connected to Azure and selected a Subscription and Automation Account on the toolbar, the data source will provide the names of the connections that are available. |
| Empty string | An empty string will be assigned to the parameter. Available when the parameter is type <i>System.String</i> |
| Null | A null (\$null) value will be assigned to the parameter. Available when the parameter type is a reference type. |
| PowerShell expression | Specify a <i>simple</i> PowerShell expression whose output will be assigned to the parameter. You can use variables in the expression to access the output of an activity or a runbook parameter. |
| Runbook input | Specify the name of the runbook input parameter whose value will be assigned to the parameter. Available when the runbook has one or more input parameters. |
| Variable asset | Specify the name of the global variable asset that will be used to provide a value for the parameter. If you have connected to Azure and selected a Subscription and Automation Account on the toolbar, the data source will provide the names of the variables that are available. |

Important: When assigning a constant DateTime and Time values, Runbook Studio assumes the value is in UTC.

Smart Filters

Some of the activities in the Keverion Integration Module for ServiceDesk Plus include a **Filters** panel which lets you specify filters that can be used to retrieve specific issues in ServiceDesk Plus.

To add a filter to your activity, select the **Filters** panel and click **Add**. Filters have the following properties.

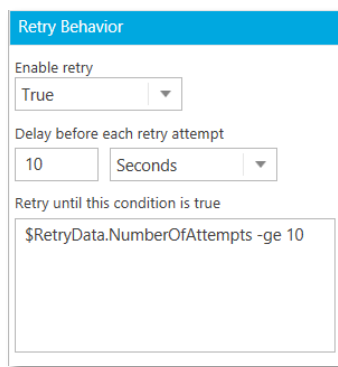
| | |
|------------------|---|
| Filter | The name of the filter. |
| Operation | <p>The operation is used to evaluate the filter. Different operators will be provided based on the filter that is selected. Filter operators include:</p> <ul style="list-style-type: none"> • Equals • Does not equal • Is less than • Is less than or equal to • Is greater than • Is greater than or equal to • Contains • Does not contain • Matches • Does not match • Starts with • Ends with |
| Value | The data source used to retrieve the value to evaluate the filter. |

The value used to evaluate the filter will be obtained. For more information on data sources, please refer to the Parameters section for more information on configuring data sources.

Retry Behavior

The activities in the Kelverion Integration Module for ServiceDesk Plus can be configured to run multiple times until a condition, which you specify, is satisfied. You can use the retry behavior options to configure activities that should run multiple times, which are error prone or may need more than one attempt for success.

When you enable retry for an activity, you can configure the runbook to wait a specified number of minutes or seconds before running the activity again. If no delay is specified the runbook will run the activity again, immediately after it is completed.



The retry condition lets you specify a PowerShell expression that the runbook will evaluate after each time the activity runs. If the result of the expression is true the activity does not run again, and the runbook moves on to the next child activity in the runbook.

When defining the retry conditions for your activity you can take advantage of a global variable called **\$RetryData**. Specific information about the last time the activity ran can be accessed using the following properties.

| Property | Description |
|------------------|---|
| NumberOfAttempts | Number of times that the activity has ran |
| Output | Output that was generated by the activity the last time that it ran |
| TotalDuration | Time elapsed since the activity was started |
| StartedAt | Time in UTC when the activity was first started |

The following are some examples of activity retry conditions.

```
# Run the activity exactly five times
$RetryData.NumberOfAttempts -eq 5

# Run the activity until it produces some output
$RetryData.Output.Count -ge 1

# Run the activity until at least two minutes has elapsed
$RetryData.TotalDuration.TotalMinutes -ge 2
```

Additional Parameters

The activities in the Kelverion Integration Module for ServiceDesk Plus let you specify additional PowerShell parameters that you can use to control the behavior of the activity.

For example, to output detailed information about the operation performed by an activity you would specify **-Verbose : \$True**

Identifying ServiceDesk Plus Resources

The Integration Module for ServiceDesk Plus is built upon the ServiceDesk Plus Cloud API, which is a REST based web service. The ServiceDesk Plus Cloud API uses unique resource IDs to identify resources (requests, notes, tasks, etc.), and by extension, the integration module does so as well. **It is important to note that these cloud API resource IDs are different from the display IDs, such as Request ID and Note ID, which are displayed to in the ServiceDesk Plus web portal.**

Many of the activities in the integration module have parameters whose purpose is to identify specific resources, and, in all cases, they require the API resource IDs as input and not the user-friendly display IDs. If you do need to search for a resource by their display ID, then you must use a filter to identify the resource. For example, if you wanted to identify a request by its *Request ID*, then you would add a *RequestId* filter.

Activity Reference

The following sections describe how to configure the activities in the Keverion Integration Module for ServiceDesk Plus in conjunction with Keverion Runbook Studio.

The advanced discovery capabilities provided by the activities in this integration module are only supported when authoring runbooks in Keverion Runbook Studio.

When you publish your runbooks from Keverion Runbook Studio to Azure Automation or when you generate PowerShell code snippets for Service Management Automation, Runbook Studio will automatically convert the dynamically generated parameters and filters of Smart activities into the parameters provided by the underlying command activities.

The Integration Module for ServiceDesk Plus includes the following activities:

| | |
|---|--|
| Close-ServiceDeskPlusRequest | Close a ServiceDesk Plus request |
| Get-ServiceDeskPlusRequest | Get ServiceDesk Plus requests |
| Get-ServiceDeskPlusRequestNote | Get notes for a ServiceDesk Plus request |
| Get-ServiceDeskPlusRequestTask | Get tasks for a ServiceDesk Plus request |
| Get-ServiceDeskPlusRequestTaskWorklog | Get worklogs for a ServiceDesk Plus request task |
| Get-ServiceDeskPlusRequestWorklog | Get worklogs for a ServiceDesk Plus request |
| Get-ServiceDeskPlusTechnician | Get ServiceDesk Plus technicians |
| Get-ServiceDeskPlusUser | Get ServiceDesk Plus users |
| New-ServiceDeskPlusRefreshToken | Generate a new OAuth 2.0 refresh token |
| New-ServiceDeskPlusRequest | Create a new ServiceDesk Plus request |
| New-ServiceDeskPlusRequestNote | Add a note to a ServiceDesk Plus request |
| New-ServiceDeskPlusRequestTask | Add a task to a ServiceDesk Plus request |
| New-ServiceDeskPlusRequestTaskWorklog | Add a worklog to a ServiceDesk Plus request task |
| New-ServiceDeskPlusRequestWorklog | Add a worklog to a ServiceDesk Plus request |
| Remove-ServiceDeskPlusRequest | Remove a ServiceDesk Plus request |
| Remove-ServiceDeskPlusRequestNote | Remove a ServiceDesk Plus request note |
| Remove-ServiceDeskPlusRequestTask | Remove a ServiceDesk Plus request task |
| Remove-ServiceDeskPlusRequestTaskWorklog | Remove a ServiceDesk Plus request task worklog |
| Remove-ServiceDeskPlusRequestWorklog | Remove a ServiceDesk Plus request worklog |
| Set-ServiceDeskPlusRequest | Update a ServiceDesk Plus request |
| Set-ServiceDeskPlusRequestNote | Update a ServiceDesk Plus request note |
| Set-ServiceDeskPlusRequestTask | Update a ServiceDesk Plus request task |
| Set-ServiceDeskPlusRequestTaskWorklog | Update a ServiceDesk Plus request task worklog |

Close-ServiceDeskPlusRequest

The **Close-ServiceDeskPlusRequest** activity closes a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the ServiceDesk Plus request that will be closed |

Optional Parameters

You can use the following optional parameters to provide additional details:

| | |
|----------------------------|--|
| Acknowledged | Indicates whether the requester acknowledged the resolution |
| ClosureCode | Indicates the reason for closing the request |
| ClosureComments | Additional comments from the technician |
| FirstCallResolution | Indicates whether to mark the request as First Call Resolution |
| RequesterComments | Additional comments from the requester |

Output

This activity generates an object that represents the closed request.

Get-ServiceDeskPlusRequest

The **Get-ServiceDeskPlusRequest** activity gets details of ServiceDesk Plus requests. You can identify the requests to be returned by their resource ID or using one or more Runbook Studio filters.

Important: The activity can retrieve a maximum of one hundred requests per invocation. If you need to process more than one hundred requests, you will have to invoke the activity multiple times, and increment using the **Offset** parameter to retrieve the next batch.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|--|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
| SearchBy | Indicates how you want to search for requests. Select Request ID if you want to retrieve a specific request using its resource ID. Select Filters if you want to search for requests using one or more Runbook Studio filters. |

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the notes are for. Only present when searching by Request ID |

Optional Parameters

When you are **not** searching by **Request ID** you can use the following optional parameters to limit and order the results:

| | |
|------------------|--|
| Ascending | Indicates that the results should be returned in ascending order. |
| Limit | The maximum number of requests to return. The maximum is one hundred. |
| Offset | The number of requests to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, requests are ordered by resource ID. |

Filters

When you are searching with **Filters** you can use one or more of the following filters to determine which requests to retrieve:

| | |
|------------------------|---------------------|
| Approval Status | The approval status |
|------------------------|---------------------|

| | |
|-------------------------------|---|
| AssignedTime | The date and time the request was assigned to a technician |
| Category | The category the request belongs to |
| CreatedBy | The name or resource ID of the user that created the request |
| CreatedTime | The date and time the request was created |
| Department | The department the request is assigned to |
| Description | The description of the request |
| DisplayId | The ID used to display the request in the ServiceDesk Plus portal |
| DueByTime | The date and time by which the request is scheduled to be completed |
| Group | The group to which the request is assigned to |
| Id | The REST API resource id |
| Impact | The impact of the request |
| Impact details | The details of the request's impact |
| IsEscalated | Is the request escalated |
| IsFirstCallResolution | Is the request marked as First Call Resolution |
| IsFirstResponseOverdue | Is the request marked as First Response overdue |
| IsOverdue | Is the request overdue |
| Item | The item the request belongs to |
| LastUpdatedTime | The date and time the request was last modified |
| Level | The request level |
| Mode | The mode in which the request was created |
| Priority | The priority of the request |
| Requester | The name or resource ID of the user that the request is for |
| RequestType | The type of request |
| ResolvedTime | The date and time the request was resolved |
| RespondedTime | The date and time the request was responded to |
| Site | The site that is affected by the request |
| Status | The status of the request |
| Subcategory | The subcategory the request belongs to |
| Subject | The subject of the request |
| Technician | The name or resource ID of the technician assigned to the request |
| Template | The template of the request |
| TimeElapsed | The time spent on the request |
| Urgency | The urgency of the request |

Output

This activity generates objects that represent the requests that were found.

Get-ServiceDeskPlusRequestNote

The **Get-ServiceDeskPlusRequestNote** activity retrieves detailed information about the notes associated with a ServiceDesk Plus request.

Important: The activity can retrieve a maximum of one hundred notes per invocation. If you need to process more than one hundred notes, you will have to invoke the activity multiple times, and increment using the **Offset** parameter to retrieve the next batch.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|--|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus. |
| RequestId | The resource ID of the request that the notes are for |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|---|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of request notes to return. The maximum is one hundred. |
| Offset | The number of notes to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which notes to return. By default, the activity will return all the notes that are associated with the request.

| | |
|--------------------|---|
| CreatedBy | The name or resource ID of the user that created the note |
| CreatedTime | The date and time that the note was create |
| Description | The content of the note |
| Id | The REST API resource ID |

Output

This activity generates objects that represent the request notes that were found.

Get-ServiceDeskPlusRequestTask

The **Get-ServiceDeskPlusRequestTask** activity retrieves details of the tasks associated with a ServiceDesk Plus request.

Important: The activity can retrieve a maximum of one hundred tasks per invocation. If you need to process more than one hundred tasks, you will have to invoke the activity multiple times, and increment using the **Offset** parameter to retrieve the next batch.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the tasks are for |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|---|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of tasks to return. The maximum is one hundred. |
| Offset | The number of tasks to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which tasks to return. By default, the activity will return all the tasks that are associated with the request.

| | |
|------------------------|--|
| ActualEndTime | The date and time that the task ended |
| ActualStartTime | The date and time that the task started |
| AdditionalCost | Additional costs incurred by the task |
| CreatedBy | The user that created the request |
| CreatedDate | The date and time that the request was created |
| Description | The description of the worklog |

| | |
|-----------------------------|---|
| EstimatedEffort | The estimated effort needed to finish the task |
| Group | The group that the task is assigned to |
| Id | The REST API resource ID |
| MarkedTecnician | The user to be assigned when the task is triggered |
| Overdue | Is the task overdue |
| Owner | The user assigned to the task |
| PercentageCompletion | The percentage of the task that is complete |
| Priority | The priority of the task |
| ScheduledEndTime | The date and time that the task is scheduled to end |
| ScheduledStartTime | The date and time that the task is scheduled to start |
| Status | The status of the task |
| TaskType | The type of task |
| Title | The title of the task |

Output

This activity generates objects that represent the request tasks that were found.

Get-ServiceDeskPlusRequestTaskWorklog

The **Get-ServiceDeskPlusRequestTaskWorklog** activity retrieves details of the worklogs associated with a ServiceDesk Plus request task.

Important: The activity can retrieve a maximum of one hundred worklogs per invocation. If you need to process more than one hundred worklogs, you will have to invoke the activity multiple times, and increment using the **Offset** parameter to retrieve the next batch.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the task is associated with |
| Task ID | The resource ID of the request task to retrieve worklogs for |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|---|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of request notes to return, the maximum is one hundred. |
| Offset | The number of notes to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which worklogs to return. By default, the activity will return all the worklogs that are associated with the request.

| | |
|--------------------|--|
| CreatedBy | The name or resource ID of the user that created the worklog |
| Description | The description of the work |
| EndTime | The date and time that the worklog ended |
| Id | The REST API resource ID |
| OtherCharge | Any additional charges that were incurred |

| | |
|--------------------|--|
| Owner | The owner of the worklog |
| StartTime | The date and time that the worklog was started |
| TechCharge | The charge of the technician assigned to the worklog |
| TotalCharge | The total charge of the worklog |
| WorklogType | The type of worklog |

Output

This activity generates objects that represent the request task worklogs that were found.

Get-ServiceDeskPlusRequestWorklog

The **Get-ServiceDeskPlusRequestWorklog** activity retrieves details of the worklogs associated with a ServiceDesk Plus request.

Important: The activity can retrieve a maximum of one hundred worklogs per invocation. If you need to process more than one hundred worklogs, you will have to invoke the activity multiple times, and increment using the **Offset** parameter to retrieve the next batch.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the worklogs are for |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|---|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of request notes to return. The maximum is one hundred. |
| Offset | The number of notes to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which worklogs to return. By default, the activity will return all the worklogs that are associated with the request.

| | |
|--------------------|--|
| CreatedBy | The name or resource ID of the user that created the worklog |
| Description | The description of the work |
| EndTime | The date and time that the worklog ended |
| Id | The REST API resource ID |
| OtherCharge | Any additional charges that were incurred |
| Owner | The owner of the worklog |

| | |
|--------------------|--|
| StartTime | The date and time that the worklog was started |
| TechCharge | The charge of the technician assigned to the worklog |
| TotalCharge | The total charge of the worklog |
| WorklogType | The type of worklog |

Output

This activity generates objects that represent the request notes that were found.

Get-ServiceDeskPlusTechnician

The **Get-ServiceDeskPlusTechnician** activity retrieves technician details from ServiceDesk Plus.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
| SearchBy | Indicates how you want to search for a technician. Select Technician ID if you want to retrieve a specific technician using its resource ID. Select Filters if you want to search for technicians using one or more Runbook Studio filters. |

Required Parameters

You must configure the following parameters:

| | |
|----------------------|--|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Technician ID | The resource ID of the technician to retrieve details for. Only present when searching by Technician ID |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|--|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of technicians to return |
| Offset | The number of technician records to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which technician records to return. By default, the activity will return technicians.

| | |
|--------------------|--|
| CostPerHour | The cost per hour charged by the technician |
| Department | The department in which the technician works |
| Email | The technician's email |
| EmployeeId | The technician's employee ID |
| FirstName | technician's first name |
| Id | The unique REST API resource ID |
| Job Title | The technician's job title |

| | |
|-----------------|--------------------------------|
| LastName | The technician's last name |
| Mobile | The technician's mobile number |
| Name | The technician's name |
| Phone | The technician's phone number |

Output

This activity generates objects that represent the technicians that were found.

Get-ServiceDeskPlusUser

The **Get-ServiceDeskPlusUser** activity retrieves user details from ServiceDesk Plus.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
| SearchBy | Indicates how you want to search for a technician. Select User ID if you want to retrieve a specific technician using its resource ID. Select Filters if you want to search for technicians using one or more Runbook Studio filters. |

Required Parameters

You must configure the following parameters:

| | |
|-------------------|--|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| User ID | The resource ID of the user to retrieve details for. Only present when searching by User ID |

Optional Parameters

You can use the following parameters to limit and order the results returned by the activity:

| | |
|------------------|--|
| Ascending | Indicates that the results should be returned in ascending order |
| Limit | The maximum number of users to return |
| Offset | The number of user records to skip. Used in conjunction with Limit and OrderBy to implement pagination |
| OrderBy | The field used to order the results. By default, notes are ordered by resource ID. |

Filters

The activity provides the following filters, which can be used to select which user records to return. By default, the activity will return users.

| | |
|-------------------|--|
| Department | The department in which the user works |
| EmployeeId | The user's employee ID |
| Id | The unique REST API resource ID of the user record |
| IsVipUser | Is the user VIP |
| Job Title | The user's job title |
| Mobile | The user's mobile number |
| Name | The user's name |

Output

This activity generates objects that represent the users that were found.

New-ServiceDeskPlusRefreshToken

The **New-ServiceDeskPlusRefreshToken** activity generates a new OAuth 2.0 refresh token that can be used to authenticate the other activities in this integration module.

Discovery Options

This activity does not have any discovery options.

Required Parameters

You must configure the following parameters.

| | |
|---------------------------|--|
| Authority | The URL of the authorization server |
| ClientId | The consumer key for the connected application |
| ClientSecret | The consumer secret for the connected application |
| AuthhorizationCode | The temporary token created by the authorization server that can be used to obtain access and refresh tokens |

Output

This activity outputs a string that contains the Refresh Token that can be used to authenticate access to your ServiceDesk Plus environment. The refresh token is specified using the **RefreshToken** field in the connection information that is passed to the activity.

New-ServiceDeskPlusRequest

The **New-ServiceDeskPlusRequest** activity creates a new ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
| Request Template | Optionally, you can select a request template to determine which mandatory and optional parameters are available. If you do not select a template, the default request template will be used to determine which parameters will be available. |

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Requester | The resource ID of the user that the request is from |
| Subject | A brief description of the request |

Optional Parameters

You can use the following optional parameters to provide additional details for the new request.

| | |
|----------------------|---|
| Category | The category to which the request belongs |
| Description | A detailed description of the request |
| DueByTime | The date and time that the request is scheduled to be completed |
| Group | The group that the request is assigned to |
| Impact | The impact of the request |
| ImpactDetails | A description of the impact of the request |
| Item | The item to which the request belongs |
| Level | The service level |
| Mode | The mode in which the request was created |
| Priority | The priority of the request |
| RequestType | The type of request |
| Site | The site that is affected by the request |
| Status | The status of the request |
| Subcategory | The subcategory to which the request belongs |
| Technician | The technician that is assigned to the request |

| | |
|----------------|----------------------------|
| Urgency | The urgency of the request |
|----------------|----------------------------|

Output

This activity generates an object that represents the ServiceDesk Plus request that was created.

New-ServiceDeskPlusRequestNote

The **New-ServiceDeskPlusRequestNote** activity adds a note to a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|--------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Description | The content of the note |
| RequestId | The resource ID of the ServiceDesk Plus request that the note is for |

Optional Parameters

You can configure the following parameters to add additional detail to the request note:

| | |
|----------------------------|--|
| AddToLinkedRequests | Indicates whether to add the note any linked requests |
| MarkFirstResponse | Indicates whether to set the responded date of the request |
| NotifyTechnician | Indicates whether to notify the technician assigned to the request |
| ShowToRequester | Indicates whether to show the note to the requester |

Output

This activity generates an object that represents the request note that was created.

New-ServiceDeskPlusRequestTask

The **New-ServiceDeskPlusRequestTask** activity adds a task to a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the ServiceDesk Plus request that the task is for |
| Title | The title of the task |

Optional Parameters

You can configure the following parameters to add additional detail to the request task:

| | |
|-------------------------------|---|
| ActualEndTime | The date and time that the task was completed. |
| ActualStartTime | The date and time that the task started. |
| AdditionalCost | Any costs other than the actual cost of the task |
| Description | A detailed description of the task |
| EstimatedEffortDays | The estimated number of days to finish the task |
| EstimatedEffortHours | The estimated number of hours to finish the task |
| EstimatedEffortMinutes | The estimated number of minutes to finish the task |
| Group | The group that the task is assigned to |
| MarkedTechnician | The user to be assigned when the task is triggered |
| Owner | The technician that is assigned to the task |
| PercentageCompletion | The percentage of the task that has been completed |
| Priority | The intensity or importance of the task |
| ScheduledEndTime | The date and time that the task is scheduled to end |
| ScheduledStartTime | The date and time that the task is scheduled to start |
| Status | The status of the task (i.e., Open, Closed) |
| TaskType | The type of task to perform |

Output

This activity generates an object that represents the request task that was created.

New-ServiceDeskPlusRequestTaskWorklog

The **New-ServiceDeskPlusRequestTaskWorklog** activity adds a worklog to a ServiceDesk Plus request task.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Owner | The name or resource ID of the technician that owns the worklog |
| RequestId | The resource ID of the request that the task is associated with |
| TaskId | The resource ID of the task that the worklog is for |

Optional Parameters

You can use the following optional parameters to add additional detail to the worklog:

| | |
|--------------------------|--|
| Description | A detailed description of the work |
| EndTime | The date and time that the worklog was completed |
| MarkFirstResponse | Indicates whether to set the responded date of the request when adding the worklog for the request |
| OtherCharge | Any extra charges, other than the cost of the technician |
| StartTime | The date and time that the worklog was started |
| TechCharge | The charges related to the technician doing the work |
| TimeSpent | The amount of time spent doing the work |
| WorklogType | The mode of work that was done by the technician |

Output

This activity generates an object that represents the request task worklog that was created.

New-ServiceDeskPlusRequestWorklog

The **New-ServiceDeskPlusRequestWorklog** activity adds a worklog to a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Owner | The name or resource ID of the technician that owns the worklog |
| RequestId | The resource ID of the request that the worklog is for |

Optional Parameters

You can use the following optional parameters to add additional detail to the worklog:

| | |
|-----------------------------------|--|
| Description | A detailed description of the work |
| EndTime | The date and time that the worklog was completed |
| IncludeNonOperationalHours | Is the worklog include non-operational hours |
| MarkFirstResponse | Indicates whether to set the responded date of the request when adding the worklog for the request |
| OtherCharge | Any extra charges, other than the cost of the technician |
| StartTime | The date and time that that the worklog was started |
| TechCharge | The charges related to the technician doing the work |
| TimeSpent | The amount of time spent doing the work |
| WorklogType | The mode of work that was done by the technician |

Output

This activity generates an object that represents the request worklog that was created.

Remove-ServiceDeskPlusRequest

The **Remove-ServiceDeskPlusRequest** activity removes a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that will be removed |

Optional Parameters

This activity does not have any optional parameters,

Output

This activity returns the resource ID of the request that was removed.

Remove-ServiceDeskPlusRequestNote

The **Remove-ServiceDeskPlusRequestNote** activity removes a note from a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| NotelId | The resource ID of the note that will be removed. |
| RequestId | The resource ID of the request that the note is for |

Optional Parameters

This activity does not have any optional parameters,

Output

This activity returns the resource ID of the request note that was removed.

Remove-ServiceDeskPlusRequestTask

The **Remove-ServiceDeskPlusRequestTask** activity removes a task from a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the task is for |
| TaskId | The resource ID of the task to remove. |

Optional Parameters

This activity does not have any optional parameters,

Output

This activity returns the resource ID of the request task that was removed.

Remove-ServiceDeskPlusRequestTaskWorklog

The **Remove-ServiceDeskPlusRequestTaskWorklog** activity removes a worklog from a ServiceDesk Plus request task.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the task is associated with |
| TaskId | The resource ID of the request task that the worklog is associated with |
| WorklogId | The resource ID of the worklog to remove. |

Optional Parameters

This activity does not have any optional parameters,

Output

This activity returns the resource ID of the request worklog that was removed.

Remove-ServiceDeskPlusRequestWorklog

The **Remove-ServiceDeskPlusRequestWorklog** activity removes a worklog from a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | A hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the worklog is for |
| WorklogId | The resource ID of the worklog to remove. |

Optional Parameters

This activity does not have any optional parameters,

Output

This activity returns the resource ID of the request worklog that was removed.

Set-ServiceDeskPlusRequest

The **Set-ServiceDeskPlusRequest** activity updates the details of a ServiceDesk Plus request.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the ServiceDesk Plus request that will be updated |

Optional Parameters

You can use the following parameters to update the details of the request:

| | |
|------------------------------|---|
| Category | The category to which the request belongs |
| Description | A detailed description of the request |
| DueByTime | The date and time that the request is scheduled to be completed |
| Group | The group that the request is assigned to |
| Impact | The impact of the request |
| ImpactDetails | A description of the impact of the request |
| IsFirstCallResolution | Is the request marked as First Call Resolution |
| Item | The item to which the request belongs |
| Level | The service level |
| Mode | The mode in which the request was created |
| Priority | The priority of the request |
| Requester | The requester of the request |
| RequestType | The type of request |
| Site | The site that is affected by the request |
| Status | The status of the request |
| Subcategory | The subcategory to which the request belongs |
| Subject | The subject of the request |
| Technician | The technician that is assigned to the request |

| | |
|-----------------|-----------------------------|
| Template | The template of the request |
| Urgency | The urgency of the request |

Output

This activity generates an object that represents the request that was updated.

Set-ServiceDeskPlusRequestNote

The **Set-ServiceDeskPlusRequestNote** activity updates the details of a ServiceDesk Plus request note.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| NotelId | The resource ID of the request note to update |
| RequestId | The resource ID of the request that the note is for |

Optional Parameters

You can use the following parameters to update the details of the note:

| | |
|----------------------------|--|
| AddToLinkedRequests | Indicates whether to add the note any linked requests |
| Description | The content of the note |
| MarkFirstResponse | Indicates whether to set the responded date of the request |
| NotifyTechnician | Indicates whether to notify the technician |
| ShowToRequester | Indicates whether to show the note to the requester |

Output

This activity generates an object that represents the request note that was updated.

Set-ServiceDeskPlusRequestTask

The **Set-ServiceDeskPlusRequestTask** activity updates an existing ServiceDesk Plus request task.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| Title | A brief description of the task |
| RequestId | The resource ID of the ServiceDesk Plus request that the task is for |
| TaskId | The resource ID of the task to be updated |

Optional Parameters

You can use the following parameters to update the details of the task:

| | |
|-------------------------------|---|
| ActualEndTime | The date and time that the task ended |
| ActualStartTime | The date and time that the task started |
| AdditionalCost | Costs other than the technician assigned to the task |
| AssignedTo | The technician that is assigned to the task |
| Description | The description of the task |
| EstimatedEffortDays | The estimated number of days to finish the task |
| EstimatedEffortHours | The estimated number of hours to finish the task |
| EstimatedEffortMinutes | The estimated number of minutes to finish the task |
| Group | The group that the task is assigned to |
| MarkedTechnician | The user to be assigned when the task is triggered |
| PercentageCompletion | The progress of the task in percentage of completion |
| Priority | The intensity or importance of the task |
| ScheduledEndTime | The date and time that the task is scheduled to end |
| ScheduledStartTime | The date and time that the task is scheduled to start |
| Status | The state of the task |
| TaskType | The type of task that was performed |

| Title | A brief description of the task |
|-------|---------------------------------|
|-------|---------------------------------|

Output

This activity generates an object that represents the request task that was updated.

Set-ServiceDeskPlusRequestTaskWorklog

The **Set-ServiceDeskPlusRequestTaskWorklog** activity updates the details of a ServiceDesk Plus request task worklog.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the task is associated with |
| TaskId | The resource ID of the request task that the worklog is associated with |
| WorklogId | The resource ID of the worklog to be updated |

Optional Parameters

You can use the following optional parameters to update the details of the request worklog:

| | |
|--------------------------|--|
| Description | The description of the worklog |
| EndTime | The date and time that the worklog ended |
| MarkFirstResponse | Indicates whether to set the responded date of the request when adding the worklog for the request |
| OtherCharge | Other charges, other than the technician, related to the worklog |
| Owner | The name or resource ID of the technician that owns the worklog |
| StartTime | The date and time that the worklog started |
| TechCharge | Charges related to the technician that owns the worklog |
| TimeSpent | The time spent doing the work |
| WorklogType | The mode of work that was done by the technician |

Output

This activity generates an object that represents the request worklog that was updated.

Set-ServiceDeskPlusRequestWorklog

The **Set-ServiceDeskPlusRequestWorklog** activity updates the details of a ServiceDesk Plus request worklog.

Discovery Options

You can use the following discovery options to connect to ServiceDesk Plus and design the activity:

| | |
|-------------------|---|
| Connection | The name of the Smart Connection used to connect Runbook Studio to ServiceDesk Plus |
|-------------------|---|

Required Parameters

You must configure the following parameters:

| | |
|-------------------|---|
| Connection | Hashtable containing information used to license the module and connect to ServiceDesk Plus |
| RequestId | The resource ID of the request that the worklog is for |
| WorklogId | The resource ID of the worklog to be updated |

Optional Parameters

You can use the following optional parameters to update the details of the request worklog:

| | |
|-----------------------------------|--|
| Description | The description of the worklog |
| EndTime | The date and time that the worklog ended |
| IncludeNonOperationalHours | Is the worklog include non-operational hours |
| MarkFirstResponse | Indicates whether to set the responded date of the request when adding the worklog for the request |
| OtherCharge | Other charges, other than the technician, related to the worklog |
| Owner | The name or resource ID of the technician that owns the worklog |
| StartTime | The date and time that that the worklog started |
| TechCharge | Charges related to the technician that owns the worklog |
| TimeSpent | The time spent doing the work |
| WorklogType | The mode of work that was done by the technician |

Output

This activity generates an object that represents the request worklog that was updated.