

# ServiceNow

## ServiceNow Component

Available as of Camel 2.18

The ServiceNow component provides access to all of ServiceNow [REST API](#).

Maven users will need to add the following dependency to their pom.xml for this component:

```
<dependency>
  <groupId>org.apache.camel</groupId>
  <artifactId>camel-servicenow</artifactId>
  <version>${camel-version}</version>
</dependency>
```

## URI format

```
servicenow://instanceName?[options]
```

## Options

Name	Default Value	Description
userName	null	The user name to use for authentication
password	null	The password to use for authentication
oauthClientId	null	OAuth2 client id
oauthClientSecret	null	OAuth2 client secret
oauthTokenUrl	https://instanceName.servicenow.com/oauth_token.do	The OAuth2 token url
apiUrl	https://instanceName.servicenow.com/api/now	The ServiceNow API url
table	null	The default table, can be overridden by header CamelServiceNowTable
excludeReferenceLink	false	True to exclude Table API links for reference fields
suppressAutoSysField	false	True to suppress auto generation of system fields
displayValue	false	Return the display value (true), actual value (false), or both (all) for reference fields (default: false)
inputDisplayValue	false	True to set raw value of input fields
models	null	Defines the default model to use for a table i.e models.incident = my.company.model.Incident
mapper		ServiceNow component uses Jackson Databind to translate request/response to/from Json and you can customize how it is done by providing a custom ObjectMapper

## Headers

Name	Type	Description
CamelServiceNowResource	String	The resource to access TABLE, AGGREGATE, IMPORT
CamelServiceNowTable	String	The table to access

CamelServiceNowAction	String	The action to perform RETRIEVE, CREATE, MODIFY, DELETE, UPDATE
CamelServiceNowModel	Class	The data model
CamelServiceNowSysId	String	ServiceNow sysy_id
CamelServiceNowQuery	String	An encoded query
CamelServiceNowDisplayValue	String	Return the display value (true), actual value (false), or both (all) for reference fields (default: false)
CamelServiceNowInputDisplayValue	Boolean	True to set raw value of input fields
CamelServiceNowExcludeReferenceLink	Boolean	True to exclude Table API links for reference fields
CamelServiceNowFields	String	Comma-separated field names to return in the response
CamelServiceNowMinFields	String	A comma-separated list of fields for which to calculate the minimum value
CamelServiceNowMaxFields	String	A comma-separated list of fields for which to calculate the maximum value
CamelServiceNowSumFields	String	A comma-separated list of fields for which to calculate the sum of the values
CamelServiceNowLimit	Integer	Limit to be applied on pagination
CamelServiceNowView	String	UI view to determine fields returned in the response.
CamelServiceNowSuppressAutoSysField	Boolean	True to suppress auto generation of system fields
CamelServiceNowAvgFields	String	A comma-separated list of fields for which to calculate the average value
CamelServiceNowCount	Boolean	A boolean flag. You can set this parameter to <b>true</b> for the number of records returned by the query
CamelServiceGroupBy	String	The fields to group the returned data by
CamelServiceOrderBy	String	A list of values to order grouped results by
CamelServiceHaving	String	An additional query allowing you to filter the data based on an aggregate operation

## Usage examples:

```

context.addRoutes(new RouteBuilder() {
    public void configure() {
        from("direct:servicenow")
            .to("servicenow:{{env:SERVICENOW_INSTANCE}}")
                + "?userName={{env:SERVICENOW_USERNAME}}"
                + "&password={{env:SERVICENOW_PASSWORD}}"
                + "&oauthClientId={{env:SERVICENOW_OAUTH2_CLIENT_ID}}"
                + "&oauthClientSecret={{env:SERVICENOW_OAUTH2_CLIENT_SECRET}}"
                + "&model.incident=org.apache.camel.component.servicenow.model.Incident")
            .to("mock:servicenow");
    }
}); Map<String, Object> headers = new HashMap<>();headers.put(ServiceNowConstants.RESOURCE, "table");
headers.put(ServiceNowConstants.ACTION, ServiceNowConstants.ACTION_RETRIEVE);
headers.put(ServiceNowConstants.SYSPARM_LIMIT, "10");
headers.put(ServiceNowConstants.TABLE, "incident");template.sendBodyAndHeaders("direct:servicenow", null,
headers);

```