



KPN

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KPN B2B Integrations

ServiceNow Connect API

1: Introduction

version 1.02

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Version Control

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1.02	2025-09-15	CTP	Updated links

1 Introduction

The KPN ServiceNow Connect API is meant for customers and providers to communicate with the KPN ServiceNow. The KPN ServiceNow Connect API is developed so the customers can connect with KPN ServiceNow without development from KPN side.

Firstly we will describe the difference between tickets and task is described and give a high level overview of the solution. Secondly we describe the ticket use cases and then the task use cases. Finally we describe how to connect with the ServiceNow Connect API.

Additional documentation:

- For details on how to work with tickets (Incident, Request for Information, Change Request and Service Request) a second document is available: "2 ServiceNow CC-API for Customers".
[Link to Document](#)
- For details on how to work with tasks (Incident Task, Change Task and Request task) a third document is available: " ServiceNow CC-API for Providers".
[Link to Document](#)
- Finally, there is an Addendum document containing samples of all possible message updates from KPN: "4 ServiceNow CC-API Addendum".
[Link to Document](#)

The additional documents can be downloaded from the documentation page of the ServiceNow Connect Api on the KPN Develop Portal.

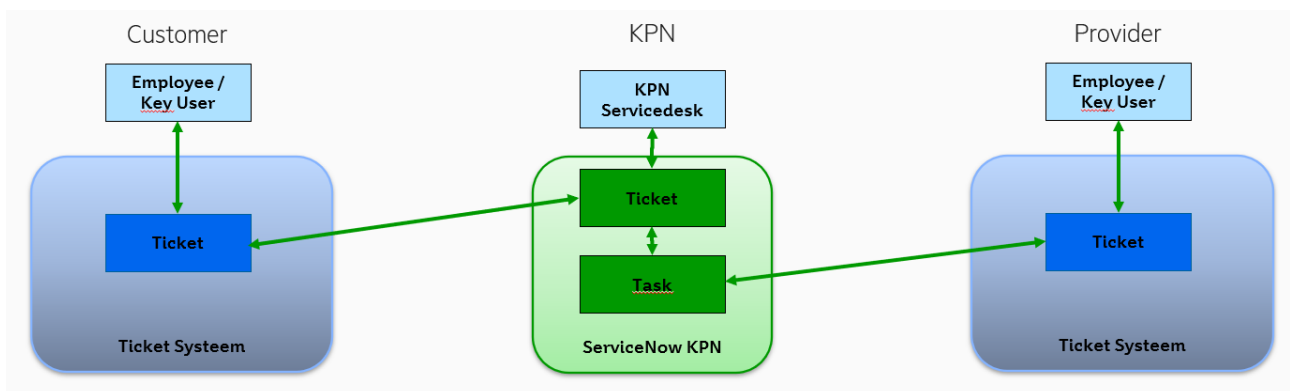
1.1 Understanding Tickets and Tasks

This Api allows you to create, update and retrieve information about two key record types: **Tickets** and **Tasks**.

A **Ticket** is a customer-facing request. It's the primary record for any issue, request for information or service need you submit. The API allows you to:

- **Create** new tickets
- **Update** your open tickets
- **Retrieve updates on these tickets**
- **Retrieve** a list of all your open tickets
- **Get** the latest updates and details for a specific ticket

A **Task** is a work item created by KPN to resolve a Ticket. A Task will be assigned to a group or department. This can be a group within KPN, a group of a supplier of KPN or a group at customer. For easy reading we will use Provider.



The API Enables you to:

- **Retrieve** New tasks and updates on existing tasks
- **Update** tasks assigned to you

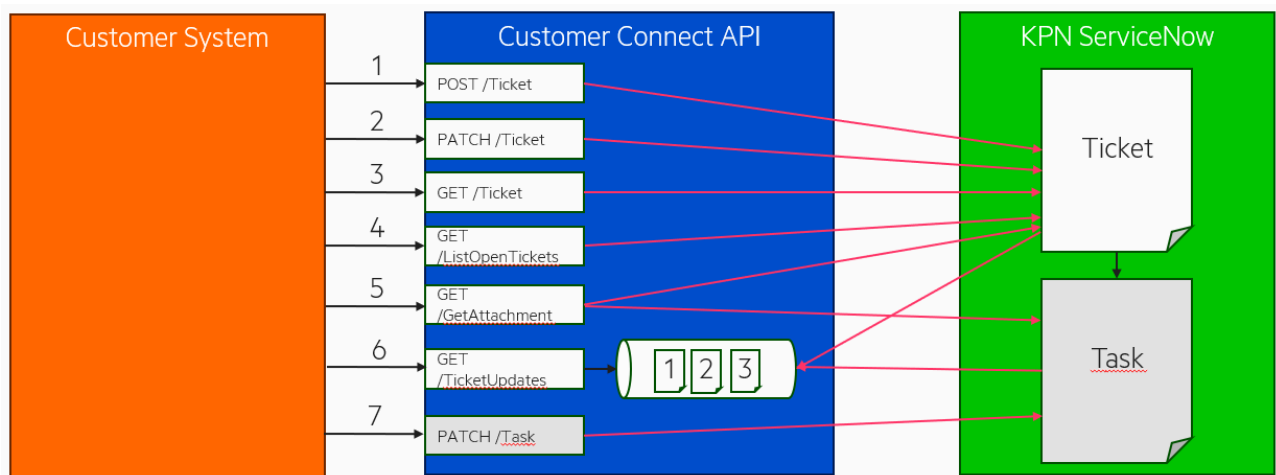
1.2 High Level Solution Overview

With ServiceNow Connect API customers can:

- **Submit** and **Update** incidents, change requests and service requests
- **Retrieve** the updates/changes to those tickets in ServiceNow KPN.

So, after the customer has submitted a ticket (for example a new incident) and KPN has changed the status to 'In Progress', that change (state of the ticket has been changed from 'New' to 'In progress') can be retrieved by the customer through the 'GET TicketUpdates' operation of the API.

Next to retrieving the updates/changes of the tickets the customer can also retrieve a list of open tickets and is able to retrieve the details of a specific ticket.



GET Interval: we recommend to call the Get TicketUpdates operation every 5 minutes to check if there are any updates available for you. If applicable the response will return all available updates in an array, or an empty array if there are no updates available.

The next operations are currently supported by the ServiceNow Customer Connect API:

Method	Endpoint	Description
POST	/Ticket	Create a new ticket in ServiceNow KPN
PATCH	/Ticket	1) Add additional information to an open ticket in ServiceNow KPN (<i>Action Comment</i>) 2) Confirm a new ticket has been created in the system of the customer (<i>Action Response</i>)
GET	/TicketUpdates	Retrieve ticket-updates from KPN
GET	/GetAttachment	Retrieve an attachment associated with a ticket
PATCH	/Task	1) Update an existing task in ServiceNow KPN 2) Confirming task creation
GET	/ListOpenTickets	Get a list of all open tickets
GET	/Ticket	Get the details of a specific ticket

Note: The GET /TicketUpdates operation does not differentiate between Tickets and Tasks.

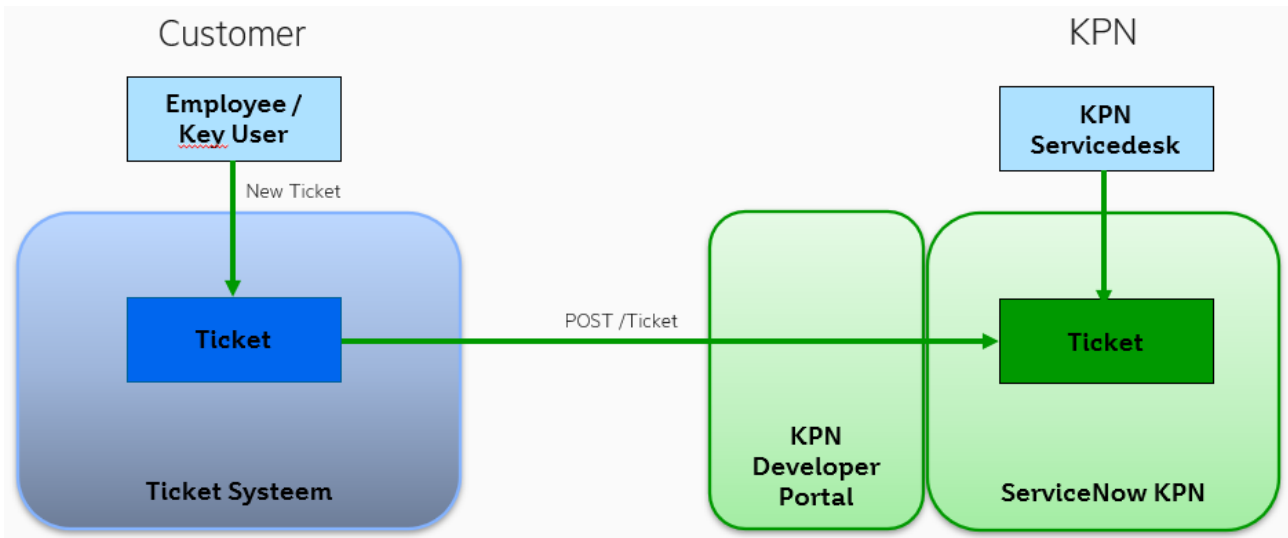
2 Ticket related use cases

This chapter details the different use cases for Tickets, including Incidents, Request for Information, Change Requests and Service Requests.

Details for the Api operations mentioned in these use cases can be found in the document "2 ServiceNow CC-API for Customers". [Link to Document](#)

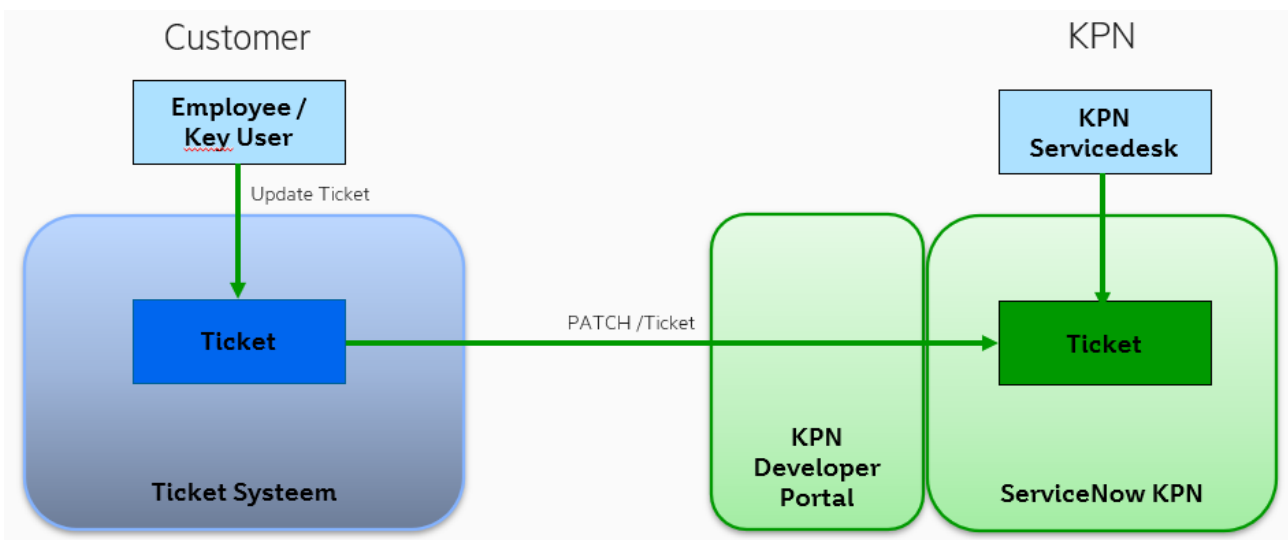
2.1 A Ticket is created in the customer system and assigned to KPN

When an employee of the customer creates a ticket in their ticketing system and the Ticket needs to be handled by KPN, a ticket in the KPN ServiceNow system needs to be created. For this the POST /Ticket operation can be used.



2.2 Customer updates the Ticket

When an employee of the customer updates an existing ticket in their system, the ticket in KPN ServiceNow also needs to be updated. For this the PATCH /Ticket operation can be used with the 'Comment' action.



2.2.1 Attachments

All POST and PATCH messages towards the Customer Connect API support the possibility to add an attachment to the ticket or task.

In the sample for the different messages an attachment is added.

N.B.: If the customers system uses a dedicated message to send an attachment, it is advised to use the comment message without a comment.

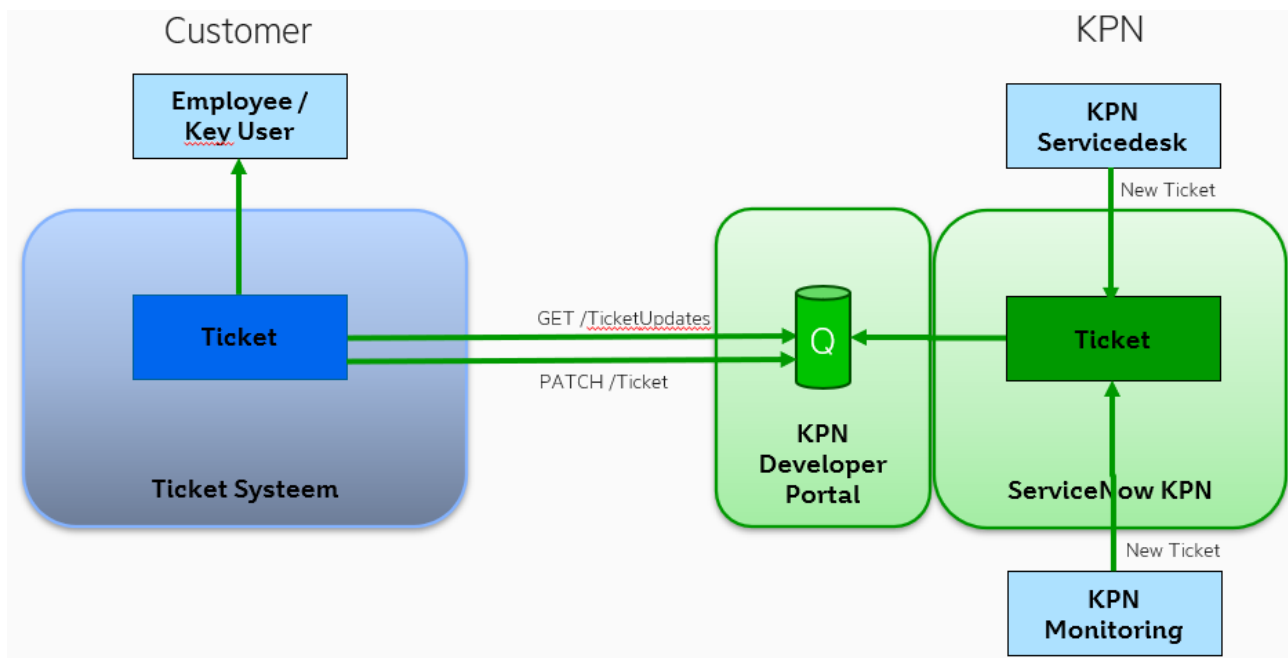
2.3 A Ticket is created by KPN

There are a few cases when a Ticket can be created by KPN:

- A user calls the KPN ServiceDesk to create a Ticket
- KPN Monitoring creates a Ticket

If agreed with KPN and configured, the ticket information can be shared with the customer. For this a 'New' message will be placed in the queue which can be retrieved by the customer using the **GET /TicketUpdates** operation.

After processing this 'New' message a response to update the KPN ticket with the customer reference number is mandatory. For this the **PATCH /Ticket** operation with action 'Response' can be used.



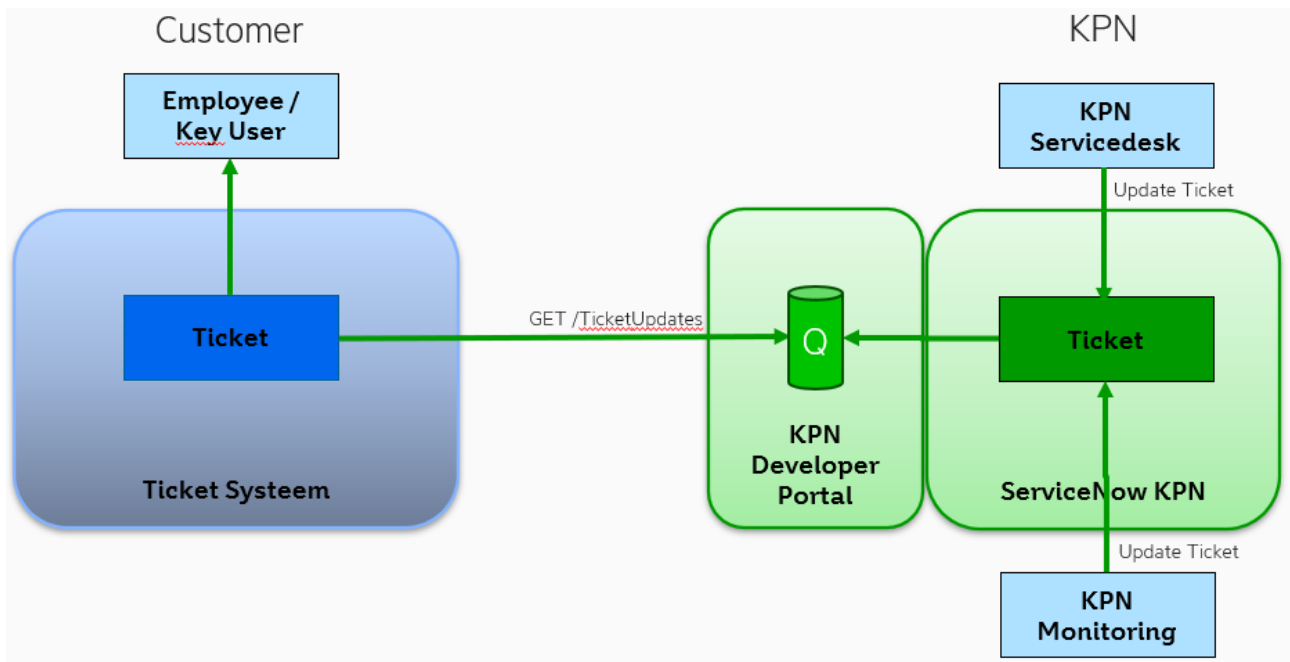
2.4 KPN Updates the Ticket

When KPN updates the Ticket, a message will be placed in the queue which can be retrieved by the customer using the **GET /TicketUpdates** operation.

There are several reasons why KPN updates the ticket:

- KPN starts working on the Ticket: An 'In Progress' message will be placed in the Queue
- KPN adds a comment to the Ticket: A 'Comment' message will be placed in the Queue
- KPN adds an attachment to the Ticket: An 'Attachment' message will be placed in the Queue
- KPN needs more information for the Ticket: An 'On Hold' message will be placed in the Queue
- KPN changes some details of the Ticket: A 'Details Changed' message will be placed in the Queue

- KPN resolves the incident, has executed the Change request or completed the Service Request: An 'Resolved', 'Executed' or 'Completed' message will be placed in the Queue, depending on the Ticket type
- KPN cancels the Ticket: A 'Canceled' message will be placed in the Queue
- KPN closes the Ticket: A 'Closed' message will be placed in the Queue



In the addendum all the possible messages are mentioned with a sample.

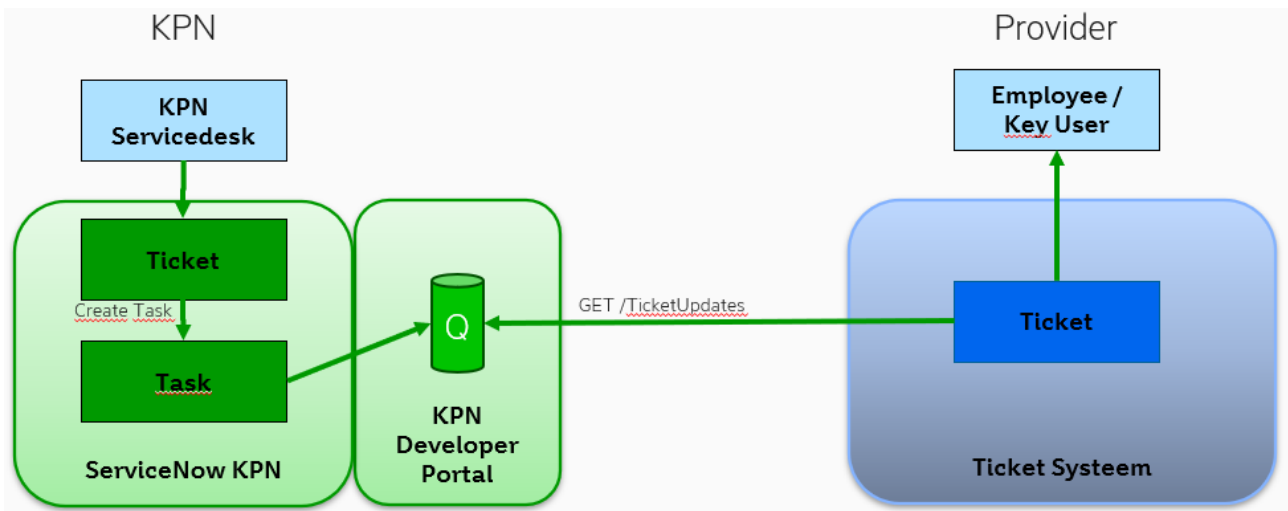
3 Task related use cases

In this section the different use cases for Tasks will be described. A Task can be an Incident Task, a Change Task or a Request Task.

Details for the Api operations mentioned in these use cases can be found in the document "3 ServiceNow CC-API for Providers". [Link to Document](#)

3.1 KPN Assigns a Task to a solver group of the provider

When KPN assigns a task to a solver group configured for the ServiceNow Connect API, a 'New' message will be placed in the queue which can be retrieved by the customer using the **GET /TicketUpdates** operation.



3.2 KPN places an update on the Task

When KPN updates the Task, a message will be placed in the queue which can be retrieved by the customer using the **GET /TicketUpdates** operation.

KPN can make a few updates on a task:

- KPN adds a comment to the Task:
A 'Comment' message will be placed in the Queue
- KPN adds a worknote to the Task:
A 'Worknote' message will be placed in the Queue
- KPN adds an attachment to the Task:
An 'Attachment' message will be placed in the Queue

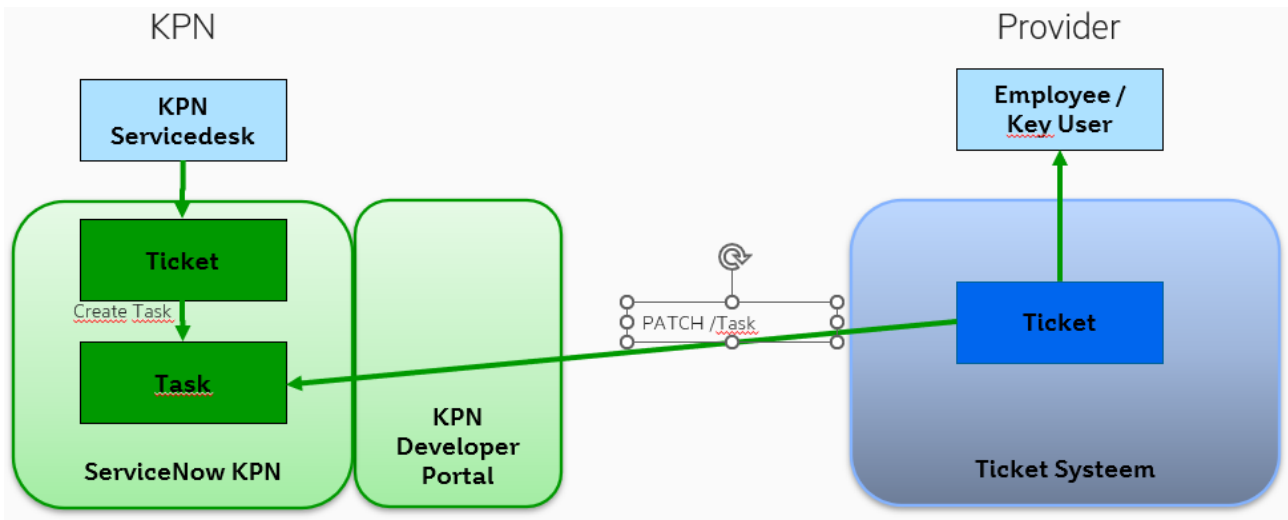
N.B.: a 'Comment' is an end-user visible message in the parent incident. A 'Worknote' is not end-user visible.

3.3 Provider updates the task

While working on the Task, the provider can put updates in the task. To update the task in KPN ServiceNow the provider can use the **PATCH /Task** operation with an action depending on the update.

Supported updates are:

- Provider starts working on the task: Use the 'In Progress' action
- Provider needs more information: Use the 'On Hold' action
- Provider adds a comment to the task: Use the 'Comment' action
- Provider adds a worknote to the task: Use the 'Worknote' action
- Provider adds an attachment to the task: Use the 'Attachment' action
- Provider Closes the task complete: Use the 'Closed Complete' action
- Provider closed the task incomplete: Use the 'Closed Incomplete' action
- Provider skips the task: Use the 'Closed Skipped' action



N.B.: a 'Comment' is an end-user visible message in the parent incident. A 'Worknote' is not end-user visible.

4 Accessing the KPN ServiceNow Connect API

The ServiceNow Connect API is available via the KPN Developer Portal:

<https://developer.kpn.com/products/kpn-servicenow-customer-connect-api>

4.1 Authentication

For authentication the KPN Developer Portal uses the OAuth 2.0 Client Credentials Grant type: Client ID and Client secret.

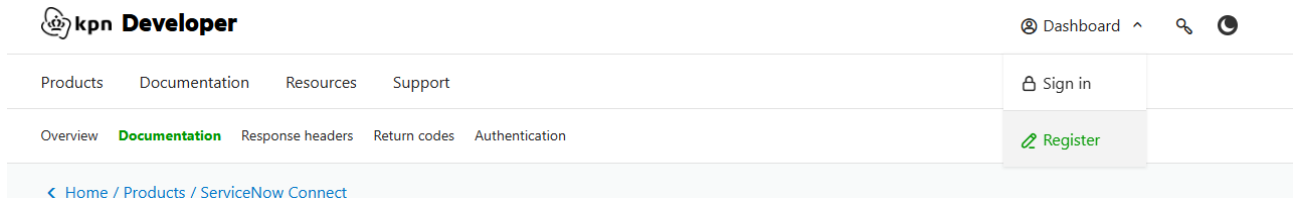
See the next page for more information:

<https://developer.kpn.com/subpage/service-now-authentication>

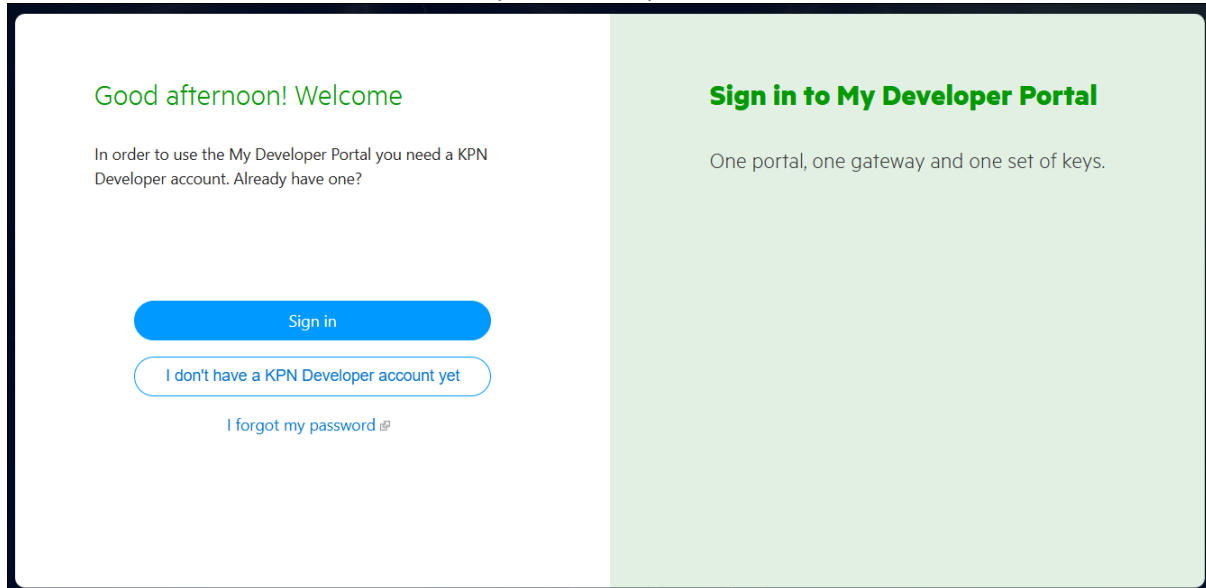
4.2 Create an account

To get access an account should be created. For this an email address is needed.

- 1) Select "Dasborad", 'Register'.



- 2) Select 'I don't have a KPN Developer account yet'.



- 3) Fill in the requested information, leave the KRN empty for the moment.

Create a KPN Developer account

First name

Want to use our products in production?

Register for a free account, so you can start testing in our sandbox. Testing our services is completely free. Limits apply to testing with a free account. Need more? Ask us!

Want to take products into production? Upgrade your account! We need to know who you are. Tell us your KPN Registration Number (KRN number) or perform our identity (iDIN) check using your personal bank account. For more information see our [Getting started](#) page.

Once you are upgraded, you can start using new products by agreeing to our Terms and Conditions and pricing if applicable.

Last name

Company name

E-mail address

KRN (optional)

Terms and conditions

[KPN General Terms and Conditions \(pdf\)](#) 📄

[KPN Developer Portal Terms and Conditions \(pdf\)](#) 📄

I accept all Terms and Conditions

Create account

Sign in instead

Follow the steps to create the account.

Note: After successful creation of the account and logging in with this account, you need to upgrade the account to bind it to your organization in KPN ServiceNow.

Necessary step: Select the Upgrade button and enter the company name and KRN as known within KPN. Ask your KPN contact for the proper details. On the email address enter an email address where you can be reached. You will be contacted to validate.

4.3 Sandbox Credentials

For Sandbox testing towards KPN ServiceNow user Acceptance Testing environment a dedicated Sandbox project needs to be configured. To request this, please send an email to azure-integrations@kpn.com

After creation of this sandbox project you will get an confirmation and can find the Sandbox under projects. The project will contain the necessary client_id and client_secret necessary for OAuth.

The URL's as stated in the documentation can be used, the credentials used will take care of routing via the Sandbox environment.

4.4 Production credentials

After creating the B2B integration via the Customer Connect API access can be requested for the production environment. This can be done by requesting access to the 'Servicenow Connect' API via the KPN Developer Portal products page.

After approval the access is granted, a project can be configured via the KPN Developer Portal projects page. This project will result in a separate Client ID and Client secret. Using these for the OAuth will result in a token granting access to the production environment.

Note: The url's for the requests stay the same.

4.5 Postman collection

For easy development and testing a Postman collection is available. This collection contains samples of the API calls towards the ServiceNow Connect API. [Link to Collection](#)

The collection needs to be configured to use your organizations data:

1. The collection uses some logic to generate unique customer_reference_numbers in the format: "refStart-YYYYMMDD-Counter"
The value for "refStart" can be set in the collection variable "refStart".
2. The be able to get an oAuth accesstoken, the collection needs to be configured with the correct client_id and client_secret:
Open the "GetAccessToken" request and update the body with the correct client_id and client_secret. Save this request.
The request can now be used to get an access token; this will be saved in the collection variables to be used by the other requests. The token will be valid for one hour and can be renewed by using the request again.

On ticket creation via a POST Ticket request a unique customer_reference_number will be generated and stored. On a successful response, the kpn_ticket_number will be stored.

If a new ticket or task is retrieved the kpn_ticket_number will be stored and a customer_reference_number will be generated and stored.

The stored numbers will be used in the patch actions.