



**KPN**

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**KPN B2B Integrations**

## **ServiceNow Connect for Providers (API)**

version 1.03

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## Version Control

Version	Date	Author	Comment
1.01	2025-08-18	CTP	First Public Version
1.02	2025-10-25	CTP	Correction of some 'typing'-errors and some clarifications are added
1.03	2026-05-18	BFS	Added the information which was previously available in the Addendum-document to bundle all information for providers in one document.

# 1 Introduction

The KPN ServiceNow Connect API is meant for customers and providers to communicate with the KPN ServiceNow system.

The design of the API for providers is based on the Pull/Push-mechanism. The provider 'pulls' (GET) the Tasks assigned to the provider and creates those tasks in their own system. Next to newly assigned tasks also updates (comments and attachments) of existing tasks are 'pulled' from the queue.

Any updates from the provider can be 'pushed' (PATCH) to the ServiceNow Connect API by which the tasks are automatically updated.

A **Task** is a work item created by KPN to resolve/fulfill a request (Ticket). A Task will be assigned to a group or department. This can be a group within KPN, a group of a provider of KPN or a group at the customer. For easy reading we will use the term 'Provider'.

## 1.1 API Operations

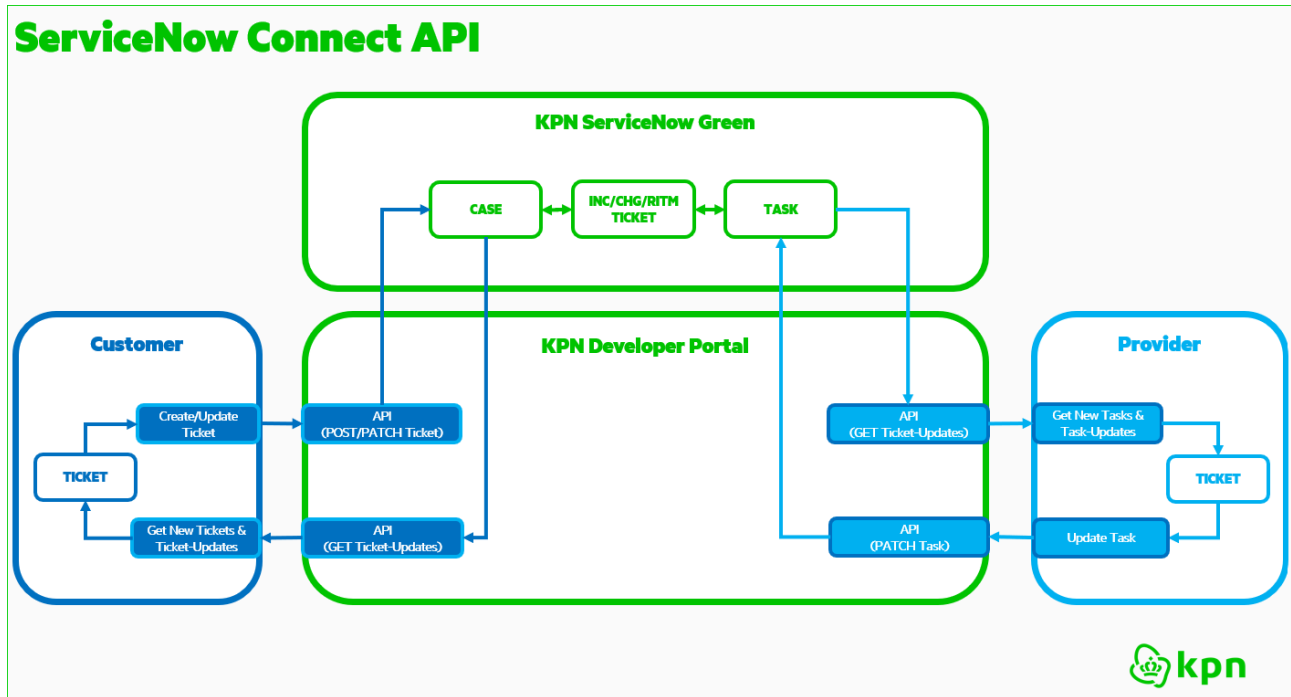
The next operations are currently supported by the ServiceNow Connect API for Providers:

Method	Endpoint	Description
GET	/TicketUpdates	Retrieve new assigned tasks and updates on existing tasks from KPN
GET	/GetAttachment	Retrieve an attachment associated with a task
PATCH	/Task	1) Confirming task created in system of provider 2) Update an existing task in ServiceNow KPN
GET	/ListOpenTasks	Get a list of all open tasks <i>Not available yet. Will be added soon.</i>
GET	/Task	Get the details of a specific task <i>Not available yet. Will be added soon.</i>

## 1.2 High Level Overview

With the ServiceNow Connect API providers can:

- **Retrieve** New tasks and updates on existing tasks (PULL)
- **Update** tasks assigned to the provider (PUSH)



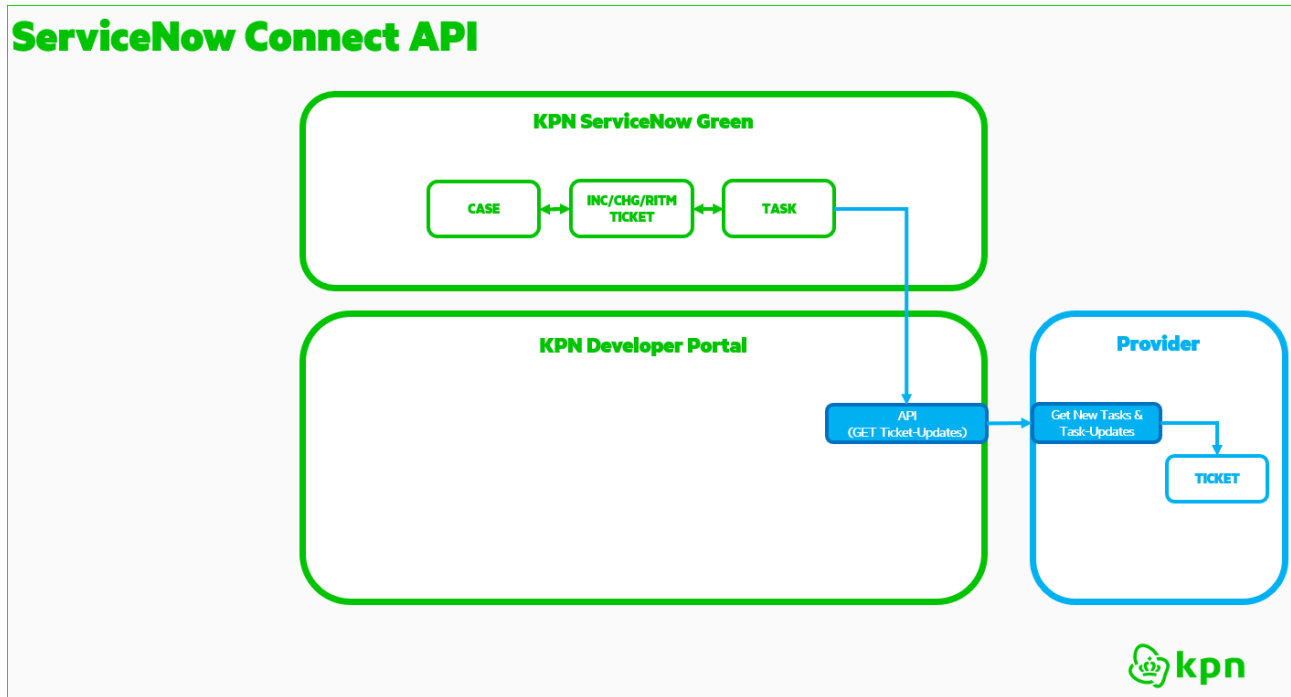
*GET Interval: we recommend to call the Get TicketUpdates operation every 5 minutes to check if there are any updates available for you. If applicable the response will return all available updates in an array, or an empty array if there are no updates available.*

## 2 Use Cases

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

### 2.1 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 Task' message will be placed in the queue which can be retrieved by the provider using the **GET /TicketUpdates** operation.



### 2.2 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 provider 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

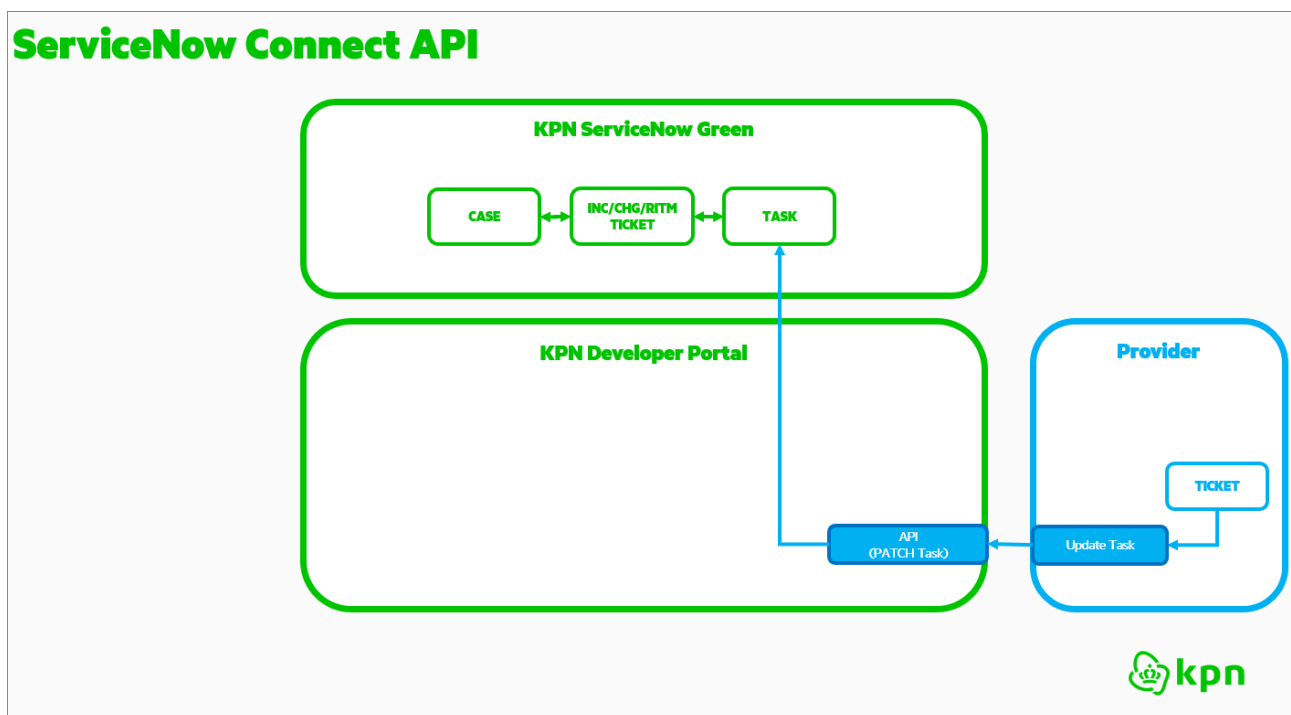
**N.B.:** a 'Comment' is an end-user visible message in the parent incident. A 'Worknote' is not end-user visible.

## 2.3 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 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.

### 2.3.1 Attachments

All PATCH messages towards the ServiceNow Connect API to update a task support the possibility to add an attachment to the task.

In the samples for the different update-messages an attachment is added.

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

### 3 Retrieving Tasks and Task-Updates from KPN

The provider will retrieve new assigned tasks and updated on tasks which are available in the 'Ticket Updates' queue (*GET Ticket-updates*).

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Response will be an array with 0 or more ticket updates. Each update exists of a JSON object containing common fields and a ticket-attributes object with action specific fields.

Below an overview of the common fields.

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Possible values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket.	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes	JSON object containing fields depending on ticket_type & action		

The field 'ticket\_type' defines the process and the field 'action' the update for the ticket.

### 3.1 Ticket\_type: Incident Task

#### 3.1.1 Action: New Incident Task created by KPN

KPN has created an Incident task in ServiceNow.

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>'Incident Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
service	service for which the ticket is reported	255	Mandatory
assignment_group	Assignmentgroup of the task		Mandatory
ci	ci for which the incident is reported	255	Optional
priority	Allowed values: <ul style="list-style-type: none"><li>1 - Critical</li><li>2 - High</li><li>3 - Moderate</li><li>4 - Low</li><li>5 - Planning</li></ul>	20	Optional

### Sample Ticket-Update (New Incident Task)

```
[
  {
    "message_datetime_utc": "2024-12-06T13:38:59.503Z",
    "ticket_type": "Incident Task",
    "action": "New",
    "kpn_ticket_number": "INTASK#11300084",
    "customer_reference_number": "",
    "transaction_id": "b0662f33-3d4e-4fdd-ae43-f24d0a78baff",
    "ticket_attributes": {
      "parent_customer_reference_number": "CTP-20241206-001",
      "parent_kpn_ticket_number": "INC#11361936",
      "short_description": "test",
      "description": "register an incident about KIS Managed Backup\r\n",
      "user": "ronald@customer.nl",
      "contact": "",
      "service": "Managed Cloudservices - KIS Backup storage",
      "assignment_group": "KPN-B2B-As Is Workplace (KPN WP)",
      "ci": "",
      "priority": "5 - Planning"
    }
  }
]
```

### 3.1.2 Action: Worknote - new Worknote added to the task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
worknotes	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (new Worknote)

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

### 3.1.3 Action: Comment – new Comment added to the Task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (New Comment)

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

## 3.2 Ticket\_type: Change Task

### 3.2.1 Action: New - Change Task Created by KPN

KPN has created an Change task in ServiceNow.

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"> <li>'Change Task'</li> </ul>	30	Mandatory
action	Action taken on the ticket. Value: "New"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
service	Impacted service	255	
assignment_group	Assignmentgroup of the task		Mandatory
ci	Affected Configuration Item (CI)	255	Optional
type	Change type, possible values: <ul style="list-style-type: none"> <li>Normal</li> <li>Emergency</li> </ul>	20	Optional
risk	Risk. Possible values are: <ul style="list-style-type: none"> <li>High</li> <li>Moderate</li> <li>Low</li> <li>None</li> </ul>	20	Optional
priority	Allowed values: <ul style="list-style-type: none"> <li>1 - Critical</li> <li>2 - High</li> <li>3 - Moderate</li> <li>4 - Low</li> <li>5 - Planning</li> </ul>	20	Optional
planned_start_date	The planned start date of the task (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date of the task (in CET) format: YYYY-MM-DD HH:MM		Optional

## Sample Ticket-Update

```
{
  "message_datetime_utc": "2025-03-18T09:50:07.263Z",
  "ticket_type": "Change Task",
  "action": "New",
  "kpn_ticket_number": "CTASK#10228908",
  "customer_reference_number": "",
  "transaction_id": "f6142eaa-aff5-4c25-93f3-29fb56f30d48",
  "ticket_attributes": {
    "parent_customer_reference_number": "CHG12345678",
    "parent_kpn_ticket_number": "CHG#10573685",
    "short_description": "Short Description of the task ",
    "description": "Detailed Description of the task",
    "user": "frans@customer.nl",
    "contact": "edwin@customer.nl",
    "service": "",
    "assignment_group": "KITS-IT-NS-ARCH",
    "ci": "SSR Security Services (2-010)",
    "type": "Normal",
    "risk": "Low",
    "priority": "4 - Low",
    "planned_start_date": "",
    "planned_end_date": ""
  }
}
```

### 3.2.2 Action: Worknote - new Worknote added to the task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
worknotes	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update

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

### 3.2.3 Action: Comment – new Comment added to the Task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update

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

### 3.3 Ticket\_type: Request Task

#### 3.3.1 Action: New - Request Task Created by KPN

KPN has created an Incident task in ServiceNow.

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"> <li>'Request Task'</li> </ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
parent_customer_reference_number	Reference to the original ticket in the customer system	50	Mandatory
parent_kpn_ticket_number	Reference to the original ticket in KPN ServiceNow	20	Mandatory
short_description	Short description of the task	160	Mandatory
description	Details of the task	4000	Mandatory
user	Id of the user (Affected user / Requested for)	100	Optional
contact	id of the contact (Reported by / Requested by)	100	Optional
assignment_group	Assignmentgroup of the task		Mandatory
priority	Allowed values: <ul style="list-style-type: none"> <li>1 - Critical</li> <li>2 - High</li> <li>3 - Moderate</li> <li>4 - Low</li> <li>5 - Planning</li> </ul>	20	Optional
order_items	Array of following object-fields		Optional only for Service Request
item	Requested (catalog) item of KPN (SSR in ServiceNow)	100	Mandatory
item_attributes	Object with additional attributes required for the requested (catalog) item		Mandatory
Name value pair field(s)	Additional attributes (unspecified number of unique fieldnames, matching the requested (catalog) item)		Optional

## Sample Ticket-Update

```
{
  "message_datetime_utc": "2025-03-11T16:35:13.196Z",
  "ticket_type": "Request Task",
  "action": "New",
  "kpn_ticket_number": "SCTASK#10590141",
  "customer_reference_number": "",
  "transaction_id": "b12cad71-8427-493f-958e-bc3ca8d3205e",
  "ticket_attributes": {
    "parent_customer_reference_number": "CTP-20250311-4",
    "parent_kpn_ticket_number": "RITM#10564640",
    "short_description": "510.400 - Decommissioning Firewall",
    "description": "",
    "user": "",
    "contact": "",
    "assignment_group": "KPN-DCLOUD Network DCLAN",
    "priority": "5 - Planning",
    "order_items": {
      "item": "510.400 - NIO ICT Automation",
      "item_attributes": {
        "correlation_id": "CC-API",
        "requester_for": "Unknown User",
        "integration_remarks": "\nAdditional variable: Item_description = We have decommissioned server 12345. \nPlease remove the firewall rules and objects for 12345 with following IP details:\n1.2.3.4 \n\nAdditional variable: u_company = KPN B.V.\nAdditional variable: contact_type = Integration\nAdditional variable: u_customer_service = Decommissioning Firewall",
        "remarks": "",
        "u_company": "KPN B.V.",
        "reference_customer": "",
        "u_service": "Decommissioning Firewall",
        "requester": "Unknown User",
        "u_department": "",
        "external_reference_number": "CTP-20250311-4",
        "u_external_ticket_no": "",
        "u_location": "",
        "u_external_application": "",
        "cost_center": "",
        "requested_by_date": "",
        "contact_type": "Integration"
      }
    }
  }
}
```

### 3.3.2 Action: Worknote - new Worknote added to the task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>'Incident Task'</li><li>'Change Task'</li><li>'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
worknotes	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update

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

### 3.3.3 Action: Comment – new Comment added to the Task

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

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Applicable service management process. Possible Values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Comment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update

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

### 3.4 Attachments

#### Receiving Attachments from KPN ServiceNow

If an attachment is added by KPN to a task, a message will be placed in the queue containing a link to retrieve the attachment.

#### 3.4.1 Action: Attachment - Attachment added to the ticket

KPN has added an attachment to the ticket in ServiceNow.

GET <https://api-prd.kpn.com/network/kpn/servicenow/TicketUpdates>

Data-Item	Description	Max. Length	
message_datetime_utc	Creation date-time of the update. Format: 2024-09-23T11:08:32Z	20	Mandatory
transaction_id	Unique transaction-message identifier	40	Mandatory
ticket_type	Possible values: <ul style="list-style-type: none"><li>• 'Incident Task'</li><li>• 'Change Task'</li><li>• 'Request Task'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Attachment"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the provider system	50	Mandatory
ticket_attributes			
name	Name of the file/attachment	100	Mandatory
size	Size (in kb) of the attachment	20	Mandatory
link	url to retrieve the attachment	100	Mandatory
file_action	Possible values: <ul style="list-style-type: none"><li>• 'Added'</li><li>• 'Removed'</li></ul>	20	Mandatory

#### Sample Ticket-Update (New Attachment)

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

### 3.4.2 Retrieve the attachment

Using the link in the Ticket-Update message ("action": "Attachment") the attachment/file can be retrieved.

GET <https://api-prd.kpn.com/network/kpn/servicenow/GetAttachment/{unique-ID}>

Data-Item	Description	Max. Length	
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. <i>Note: Maximum total size of the data-message (including base64 encoded attachments) is 50 Mb</i>		Optional
content_type	Content type of the attachment The following are some: <ul style="list-style-type: none"><li>• text/plain</li><li>• text/xml</li><li>• application/octet-stream</li><li>• multipart/mixed</li><li>• image/jpeg</li></ul>		Optional

Example: GET <https://api-prd.kpn.com/network/kpn/servicenow/GetAttachment/3e26961687285e14c9cb8778cebb35fb>

#### Sample Get attachment response

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

## 4 Provider-Updates on Tasks in ServiceNow

With the task updates described in the following paragraphs the provider can update the tasks in KPN ServiceNow.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

The following updates on a Task are possible:

- Response
- In Progress
- On Hold
- Comment
- Worknote
- Closed Complete
- Closed Incomplete
- Closed Skipped

These updates are described in more details in the paragraphs below.

## 4.1 Task Update Request: Response

For new Tasks from KPN (retrieved by the provider via GET Ticket-Updates) the result of processing the new task in the system of the provider is being returned back to KPN thru the 'Response'-update.

In case the ticket was successfully created in the system of the provider a "Success"-response is being sent back to KPN.

In case the ticket was NOT successfully created in the system of the provider a "Failure"-response is being sent back to KPN.

*Example: in case the provider retrieved a new Incident-task created by KPN and processes that new task in the system of the provider, then the provider returns their ticket-number via the 'Response'-message.*

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Max. Length	
action	Allowed value: <ul style="list-style-type: none"><li>Response</li></ul>	10	Mandatory
customer_reference_number	unique reference-number from the application of the provider	60	Optional*
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
transaction_id	Transaction ID received in the Ticket-update from KPN	40	Mandatory
Status	Allowed values: <ul style="list-style-type: none"><li>Success</li><li>Failure</li></ul>		Mandatory
error_details	Details of the reason/cause of 'failure'	4000	Optional

### Sample Request (success)

```
{
  "action": "Response",
  "customer_reference_number": "INTASK01234567",
  "kpn_ticket_number": "INTASK#34567890",
  "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
  "status": "Success"
}
```

### http 200 Response (Success)

```
{
  "kpn_ticket_number": "INTASK#34567890",
  "customer_reference_number": "INTASK01234567",
  "note": "Incident INC#34567890 has been updated;"
}
```

### Sample Request (Failure)

```
{
  "action": "Response",
  "kpn_ticket_number": "INTASK#34567890",
  "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
  "status": "Failure".
  "error_details": "Some specific error details"
}
```

### http 200 Response (Failure)

```
{
  "kpn_ticket_number": "INTASK#34567890",
  "customer_reference_number": "",
  "note": "Incident INC#34567890 has been updated;"
}
```

## 4.2 Task Update Request: In Progress

Provider has started to work on the assigned task. The task in ServiceNow will change to state 'In Progress'.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'In Progress'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknotes	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Optional
content_type	Content type of the attachment The following are some examples of strings that you can set on this property: <ul style="list-style-type: none"> <li>text/plain</li> <li>text/xml</li> <li>application/octet-stream</li> <li>multipart/mixed</li> <li>image/jpeg</li> </ul>		Optional

```
{
  "action": "In Progress",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "worknotes": "We are on our way to the customer.",
  "attachments": [
    {
      "name": "test.txt",
      "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRID
      QohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVIIEwMcbvdiBwZXJtaXQgdWQogdHJhbnNw
      b3J0IGlucHV0IHRIbG5ldA0KIQ0KZW5k"
    }
  ]
}
```

### 4.3 Task Update Request: On Hold

Provider has put the assigned task 'on hold' and shares the reason with KPN. The task in ServiceNow will change to state 'Pending'.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'On Hold'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknotes	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Optional

```
{
  "action": "On Hold",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "worknotes": "When did the problem exactly occur ? (date and time)",
  "attachments": [
    {
      "name": "test.txt",
      "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRID
QohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVlIEwMcbvdcibwZXJtaXQgdWQogdHJhbnNw
b3J0IGlucHV0IHRIbG5ldA0KIQ0KZW5k"
    }
  ]
}
```

## 4.4 Task Update Request: Comment

Provider shares a new 'customer visible' comment with KPN and is added as an 'additional comment' to the task.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"> <li>'Comment'</li> </ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
comment	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Optional

```
{
  "action": "Comment",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "comment": "Cause of the issue has been determined. Fix is expected to be implemented within the next hour.",
  "attachments": [
    {
      "name": "test.txt",
      "content": "IQ0KZW5hYmxlIHNIY3JldCBjaXNjbw0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0KIQ0Kbm8gaXAgc291cmNILXJvdXRIDQohDQohDQohDQohDQohDQohDQohDQohDQohDQoNCg0KIQ0KaXAgd1ZXVlIEwMBCBvdCIBwZXJtaXQgdWQogdHJhbnNwb3J0IGlucHV0IHRlbG5ldA0KIQ0KZW5k"
    }
  ]
}
```

## 4.5 Task Update Request: Worknote

Provider shares a new 'internal' worknote with KPN and is added as a 'Worknote' to the task.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"><li>'Worknote'</li></ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknotes	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Optional

```
{
  "action": "Worknote",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "worknotes": "We need to replace a part. The new part has been ordered and will be delivered tomorrow-morning."
}
```





## 4.8 Task Update Request: Closed Skipped

Provider informs KPN that the assigned task has been closed without completing the task. Example: on request of the user/customer the task is cancelled.

PATCH <https://api-prd.kpn.com/network/kpn/servicenow/Task>

Data-Item	Description	Length	
action	Allowed value: <ul style="list-style-type: none"><li>'Closed Skipped'</li></ul>	20	Mandatory
kpn_ticket_number	Ticket-Number of ServiceNow KPN	20	Mandatory
customer_reference_number	unique reference-number from the source-system	60	Mandatory
worknotes	Content (worknote) which need to be added to the task in ServiceNow	4000	Optional
close_notes	Worknotes describing what has been done for closing the task.	4000	Optional
attachments			Optional
name	name of the attachment		Optional
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Optional

```
{
  "action": "Closed Skipped",
  "kpn_ticket_number": "INTASK#100001234",
  "customer_reference_number": "ABC1234",
  "close_notes": "On request of the user the ticket is cancelled."
}
```

## 4.9 Attachments

All PATCH messages towards the ServiceNow Connect API to update a task support the possibility to add an attachment to the task.

In the samples for the different update-messages an attachment is added.

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

## 5 Overview ErrorCodes

Below an overview of the possible error-codes.

ErrorCode	Type of Error	Suggested action
1000	Schema validation	Mandatory data is missing to create or update the ticket
1010	Service not found	Service is not supported (existing/active) in KPN ServiceNow
1040	Unknown ticket type	The kpn_ticket_number is of a not supported type
1050	Unknown transaction_id	For response, a message with the received transaction_id could not be found
1100	Order not created because Item not found	The Order Item is not supported (existing/active) for the company in KPN ServiceNow; contact KPN Service Delivery Manager to align on expected values
1110	Order not created because Service not found	The Order Service is not supported (existing/active) for the company in KPN ServiceNow; contact KPN Service Delivery Manager to align on expected values
1190	Order not created for unknown reason	The Order could not be created for an unknown reason in KPN ServiceNow
2000	No valid ticket found	The combination of kpn_ticket_number & customer_reference_number does not exist in KPN ServiceNow
3000	Double ticket	Reference number already exists
6010	Attachment not found	Check the attachment id in the link
6050	Endpoint failure	Please try to resend the message
9000	Default	See the message for the details