



**KPN**

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**KPN B2B Integrations**

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

version 1.03

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## Version Control

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Comment</b>
1.01	2025-08-18	CTP	First Public version
1.02	2025-09-04	PJ	Added field 'type' to the request body for Change Request
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 customers is based on the Push/Pull-mechanism. Customers can create (POST) and update (PATCH) tickets in ServiceNow KPN ('push'), and can retrieve (GET) ticket-updates and new tickets initiated by KPN ('pull').

## 1.1 API Operations

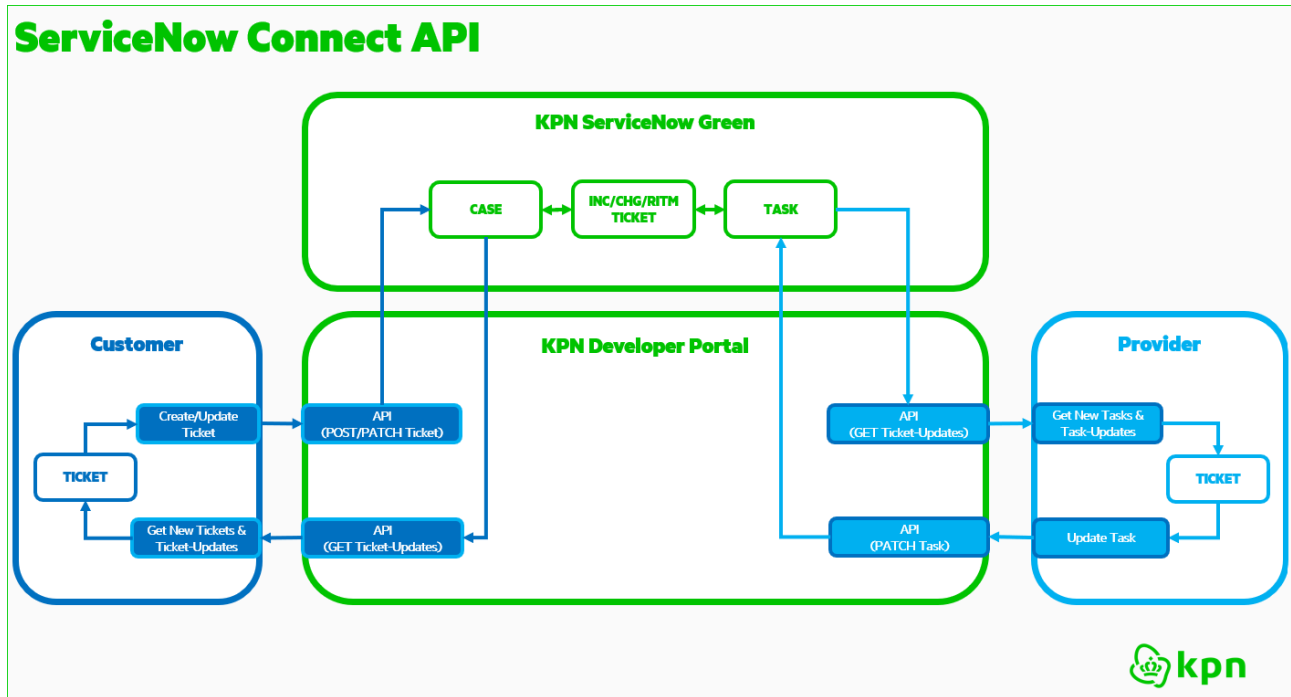
The next operations are currently supported by the ServiceNow Connect API for Customers:

Method	Endpoint	Description
POST	/Ticket	Create a new ticket in ServiceNow KPN
PATCH	/Ticket	1) Add a new comment to an existing ticket 2) Confirming ticket is created/updated in system of the customer
GET	/TicketUpdates	Retrieve new tickets (initiated by KPN) and updates on existing tickets
GET	/GetAttachment	Retrieve an attachment associated with a ticket
GET	/ListOpenTickets	Get a list of all open tickets
GET	/Ticket?kpn_ticket_number	Get the details of a specific ticket

## 1.2 High Level Overview

With the ServiceNow Connect API customers can:

- **Create & Update** tickets in ServiceNow KPN (PUSH)
- **Retrieve** New tickets and ticket-updates created/updated by KPN (PULL)



*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 Create & Update Tickets In ServiceNow

Customers are able to create and update tickets in ServiceNow KPN. The current version of the API supports the next ticket-types:

- Incidents
- Requests for Information
- Change Requests
- Service Requests

### 2.1 Create New Ticket In ServiceNow

The customer can create new tickets in ServiceNow KPN which should contain all agreed information (the so called 'clean order criteria').

POST <https://api-prd.kpn.com/network/kpn/servicenow/Ticket>

Data-Item	Description	Max. Length	
ticket_type	Allowed values: <ul style="list-style-type: none"> <li>• 'Incident'</li> <li>• 'Request for Information'</li> <li>• 'Change Request'</li> <li>• 'Service Request'</li> </ul>	30	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
short_description	Short description of the ticket	160	Mandatory
description	Details of the ticket	4000	Mandatory
service	Service for which the ticket is reported	255	Mandatory
ci	Configuration item for which the ticket is reported	255	Optional (not for Service Request)
contact	Id of the contact (Reported by / Requested by)	100	Optional
user	Id of the user (Affected user / Requested for)	100	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 only for Incident
desired_delivery_date	Optional: The desired delivery date of a change_request, in CET "desired_delivery_date": "2024-10-18 10:26"		Optional only for Change Request
type	Optional: The type of change needs to be created Allowed values: <ul style="list-style-type: none"> <li>• Standard</li> <li>• Normal</li> <li>• Emergency</li> </ul>		Optional only for Change Request
order_items	Array of following object-fields		Optional only for Service Request
item	Requested (catalog) item of KPN (SSR in ServiceNow)	100	Mandatory
customer_order_item_id	Unique reference-number of the requested (catalog) item from the source-system (can be the same as customer_reference_number)	50	Mandatory
item_attributes	Object with additional attributes required for the requested (catalog) item		Mandatory
<i>Name value pair field(s)</i>	Additional attributes (unspecified number of unique fieldnames, matching the requested (catalog) item)		Optional

Data-Item	Description	Max. Length	
attachments	Array of following object-fields		Optional
name	name of the attachment	100	Mandatory
content	Attachment Payload. Base-64 encoded string. Maximum Message-size for ServiceNow KPN (including base64 encoded attachments): 7MB		Mandatory
content_type	content_type of the attachment	100	Optional

### Sample New Incident

```
{
  "ticket_type": "Incident",
  "customer_reference_number": "INC01234567",
  "short_description": "Win11 L schijf: Kan niet worden toegevoegd",
  "description": "Some extended description\nSecond line",
  "service": "Azure Managed Cloud",
  "ci": "GSEM01300",
  "contact": "jan.jansen@customer.com",
  "user": "truus.bakker@customer.com",
  "priority": "4 - Low",
  "attachments": [
    {
      "name": "Note1.txt",
      "content": "VGVzdGluZyBpbmRlcmZhY2U=",
      "content_type": "text/plain"
    }
  ]
}
```

### Sample New Request for Information

```
{
  "ticket_type": "Request for Information",
  "customer_reference_number": "RFI01234567",
  "short_description": "Some information request",
  "description": "Some extended description\nSecond line",
  "service": "Azure Managed Cloud",
  "ci": "GSEM01300",
  "contact": "jan.jansen@customer.com",
  "user": "truus.bakker@customer.com",
  "priority": "4 - Low",
  "attachments": [
    {
      "name": "Note1.txt",
      "content": "VGVzdGluZyBpbmRlcmZhY2U=",
      "content_type": "text/plain"
    }
  ]
}
```

### Sample New Change Request

```
{
  "ticket_type": "Change Request",
  "customer_reference_number": "CHG01234567",
  "short_description": "Change short description",
  "description": "Some extended description\nSecond line",
  "service": "Azure Managed Cloud",
  "ci": "GSEM01300",
  "contact": "jan.jansen@customer.com",
  "user": "truus.bakker@customer.com",
  "desired_delivery_date": "2024-11-25 09:21",
  "type": "Standard",
  "attachments": [
    {
      "name": "Note1.txt",
      "content": "VGVzdGluZyBpbmRlcmZhY2U=",
      "content_type": "text/plain"
    }
  ]
}
```

### Sample New Service Request

```
{
  "ticket_type": "Service Request",
  "customer_reference_number": "REQ01234567",
  "short_description": "Win11 L schijf: Kan niet worden toegevoegd",
  "description": "Some extended description\nSecond line",
  "service": "Decommissioning Firewall",
  "contact": "jan.jansen@customer.com",
  "user": "truus.bakker@customer.com",
  "order_items": [
    {
      "item": "510.400 - NIO ICT Automation",
      "customer_order_item_id": "REQ01234567",
      "item_attributes": {
        "item_description": "We have decommissioned server 12345.\nPlease remove the firewall rules and objects for 12345 with following IP details:\n1.2.3.4",
        "u_company": "KPN B.V.",
        "contact_type": "Integration"
      }
    }
  ],
  "attachments": [
    {
      "name": "Note1.txt",
      "content": "VGVzdGluZyBpbmRlcmZhY2U=",
      "content_type": "text/plain"
    }
  ]
}
```

### Sample http 200 Response (Success)

```
{  
  "kpn_ticket_number": "INC#11252603",  
  "customer_reference_number": "INC01234567",  
  "note": "Incident INC#11252603 has been created;"  
}
```

### Sample http 400 Response (Failure)

```
{  
  "error": {  
    "code": "3000",  
    "message": "Ticket not created. Error: Reference number already exist;"  
  }  
}
```



## 2.3 Confirm-Response from Customer

For new tickets and updates from KPN (retrieved by the customer via GET Ticket-Updates) the result of processing the data in the system of the customer is being returned back to KPN.

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

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

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 customer	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 Confirm-Response (success)

```
{
  "action": "Response",
  "customer_reference_number": "INC01234567",
  "kpn_ticket_number": "INC#34567890",
  "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
  "status": "Success"
}
```

### Sample http 200 Response (Success)

```
{
  "kpn_ticket_number": "INC#34567890",
  "customer_reference_number": "INC01234567",
  "note": "Incident INC#34567890 has been updated;"
}
```

### Sample Confirm-Response (Failure)

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

### Sample http 200 Response (Failure)

```
{
  "kpn_ticket_number": "INC#34567890",
  "customer_reference_number": "INC01234567",
  "note": "Incident INC#34567890 has been updated;"
}
```

## **2.4 Attachments**

While creating a new ticket or adding a new comment to an existing ticket, customers can include attachments in the requests towards ServiceNow KPN.

In the sample-messages for creating a new ticket or adding a new comment an attachment is included.

### 3 New Tickets & Updates from KPN

Customers can retrieve new tickets and ticket-updates (created/updated by KPN) from the 'Ticket Updates' queue (*GET Ticket-updates*).

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

The result of the GET-call 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'</li><li>'Request for Information'</li><li>'Change Request'</li><li>'Service Request'</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 customer system	50	Mandatory
ticket_attributes	JSON object containing fields depending on ticket_type & action		

Field 'ticket\_type' defines the process and field 'action' the change/update of the ticket performed in ServiceNow KPN.

#### Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:16:15.877Z",
    "ticket_type": "Incident",
    "action": "In Progress",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "fc591868-2d14-4374-b47a-426bb5bfa439",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Comment with in Progress\n\n"
    }
  }
]
```

### **3.1 Ticket\_type: Incident & Request for Information**

**Incident and Request for Information (RFI) Ticket-Updates from KPN to Customer:**

- New
- In Progress
- On Hold
- Resolved
- Reopened
- Canceled
- Closed
- Comment
- Details Changed

### 3.1.1 Action: New – Incident / RFI Ticket Created By KPN

In case a ticket in ServiceNow has been created by KPN (by a Servicedesk Agent or thru monitoring tools) the ticket-information will be shared with the customer.

**Note 1:** This not applicable for all customers. Contact your Service Delivery Manager of KPN in case you want to receive these tickets created by KPN.

**Note 2:** After processing this ‘New’ message a response to update the KPN ticket with the customer reference number is mandatory, see document “2 ServiceNow CC-API for Customers” chapter 3.1.

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'</li> <li>• 'Request for Information'</li> </ul>	30	Mandatory
action	Action taken on the ticket. Value: “New”	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• New</li> <li>• Resolved</li> </ul>	160	Mandatory
short_description	Short Description / Summary of the Case	160	Mandatory
description	(Long) Description of the reported Case.	4000	Mandatory
contact	id of the contact (Reported by / Requested by)	100	Optional
user	Id of the user (Affected user / Requested for)	100	Optional
service	Impacted service	255	Mandatory
ci	Affected Configuration Item (CI)	255	Optional
priority	Priority. Possible values are: <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	Mandatory

### Sample Ticket-Update (New)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:05:32.027Z",
    "ticket_type": "Request for Information",
    "action": "New",
    "kpn_ticket_number": "INC#11361765",
    "customer_reference_number": "",
    "transaction_id": "0c3d8ac1-22a2-4eb5-856f-43e2541a7414",
    "ticket_attributes": {
      "state": "New",
      "short_description": "Test Short Description",
      "description": "Ask a question about KIS Storage\r\nAsk your question here: This is a test\r\n",
      "user": "ronald@customer.nl",
      "contact": "truus@customer.nl",
      "service": "Managed Cloudservices - KIS Storage",
      "ci": "KS1456",
      "priority": "5 - Planning"
    }
  }
]
```

### 3.1.2 Action: In Progress - Ticket changed to State In Progress

KPN has set the ticket in ServiceNow to 'In Progress'.

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'</li><li>'Request for Information'</li></ul>	30	
action	Action taken on the ticket. Value: "In Progress"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "In Progress"	30	Mandatory
comments	Some additional information from KPN	4000	Optional

#### Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:16:15.877Z",
    "ticket_type": "Incident",
    "action": "In Progress",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "fc591868-2d14-4374-b47a-426bb5bfa439",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Comment with in Progress\n\n"
    }
  }
]
```

### 3.1.3 Action: On Hold - Ticket changed to State On Hold

KPN has set the ticket in ServiceNow to 'On Hold'.

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'</li><li>'Request for Information'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "On Hold"	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'.	4000	Mandatory

#### Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:18:12.524Z",
    "ticket_type": "Incident",
    "action": "On Hold",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "7ef55658-9784-4512-b5c1-11dcddea6b50",
    "ticket_attributes": {
      "state": "On Hold",
      "comments": "Additional comment for On Hold\n\n",
      "on_hold_reason": "Awaiting User"
    }
  }
]
```

### 3.1.4 Action: Resolved - Ticket changed to State Resolved

KPN has set the ticket in ServiceNow to 'Resolved'.

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'</li> <li>'Request for Information'</li> </ul>	30	
action	Action taken on the ticket. Value: "Resolved"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Resolved"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
resolution_code	Possible values are: <ul style="list-style-type: none"> <li>Solved (Work Around)</li> <li>Solved (Permanently)</li> <li>Solved Remotely (Work Around)</li> <li>Solved Remotely (Permanently)</li> <li>Not Solved (Not Reproducible)</li> <li>Not Solved (Too Costly)</li> <li>Closed/Resolved by Caller</li> </ul>	40	Mandatory
resolution_note	Close-notes	4000	Mandatory

#### Sample Ticket-Update (Resolved)

```
[
{
  "message_datetime_utc": "2024-11-25T08:20:04.299Z",
  "ticket_type": "Incident",
  "action": "Resolved",
  "kpn_ticket_number": "INC#11361768",
  "customer_reference_number": "CTP-20241125-689",
  "transaction_id": "22a0cd58-9f66-464a-88e1-ca68e068ddb9",
  "ticket_attributes": {
    "state": "Resolved",
    "comments": "",
    "resolution_code": "Solved (Permanently)",
    "resolution_notes": "These are the resolution notes"
  }
}
]
```

### 3.1.5 Action: Reopened - Ticket is Reopened

KPN has reopened the ticket in ServiceNow which was previously reported 'Resolved'.

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'</li><li>• 'Request for Information'</li></ul>	30	
action	Action taken on the ticket. Value: "Reopened"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "In Progress"	30	Mandatory
comments	Some additional information from KPN	4000	Optional

#### Sample Ticket-Update (Reopened)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:21:14.510Z",
    "ticket_type": "Incident",
    "action": "Reopened",
    "kpn_ticket_number": "INC#11361768",
    "customer_reference_number": "CTP-20241125-689",
    "transaction_id": "19f9cb3b-f016-4834-9ea6-2a7a4fd461ad",
    "ticket_attributes": {
      "state": "In Progress"
    }
  }
]
```

### 3.1.6 Action: Canceled - Ticket changed to State Canceled

KPN has set the ticket in ServiceNow to 'Canceled'.

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'</li> <li>'Request for Information'</li> </ul>	30	
action	Action taken on the ticket. Value: "Canceled"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Canceled"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
resolution_code	Possible values are: <ul style="list-style-type: none"> <li>Solved (Work Around)</li> <li>Solved (Permanently)</li> <li>Solved Remotely (Work Around)</li> <li>Solved Remotely (Permanently)</li> <li>Not Solved (Not Reproducible)</li> <li>Not Solved (Too Costly)</li> <li>Closed/Resolved by Caller</li> </ul>	40	Optional
resolution_notes	Close-notes	4000	Mandatory

#### Sample Ticket-Update (Canceled)

```
[
  {
    "message_datetime_utc": "2024-11-25T08:51:21.047Z",
    "ticket_type": "Incident",
    "action": "Canceled",
    "kpn_ticket_number": "INC#11361773",
    "customer_reference_number": "CTP-20241125-942",
    "transaction_id": "8d14864e-6efb-45ba-8be8-e36cddf013e3",
    "ticket_attributes": {
      "state": "Canceled",
      "comments": "",
      "resolution_code": "Not Solved (Not Reproducible)",
      "resolution_notes": "Some resolution notes on canceled"
    }
  }
]
```

### 3.1.7 Action: Closed - Ticket Changed to State Closed

KPN has set the ticket in ServiceNow to 'Closed'.

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'</li><li>'Request for Information'</li></ul>	30	Mandatory
action	Action taken on the ticket. Value: "Closed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Closed"	30	Mandatory

#### Sample Ticket-Update (Closed)

```
[
  {
    "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
    "message_datetime_utc": "2024-08-20T05:18:21Z",
    "ticket_type": "Incident",
    "action": "Closed",
    "kpn_ticket_number": "INC#11182859",
    "customer_reference_number": "CTP-20240807-002",
    "ticket_attributes": {
      "state": "Closed"
    }
  }
]
```

### 3.1.8 Action: Comment - new Comment added to the Ticket

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

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'</li><li>'Request for Information'</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 customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"><li>New</li><li>In Progress</li><li>On Hold</li><li>Resolved</li><li>Canceled</li><li>Closed</li></ul>	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (Comment)

```
[
{
  "message_datetime_utc": "2024-11-25T08:41:21.360Z",
  "ticket_type": "Incident",
  "action": "Comment",
  "kpn_ticket_number": "INC#11361768",
  "customer_reference_number": "CTP-20241125-689",
  "transaction_id": "d0157158-1d83-4e51-95bf-a7d1021aebab",
  "ticket_attributes": {
    "state": "In Progress",
    "comments": "Just a comment\n\n"
  }
}
]
```

### 3.1.9 Action: Details Changed - details changed of the Ticket

KPN has changed one or multiple of the next fields:

- Priority
- Category
- Service

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'</li> <li>• 'Request for Information'</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 customer system	50	Mandatory
ticket_attributes			
category	Possible values: <ul style="list-style-type: none"> <li>• 'Incident'</li> <li>• 'Request for Information'</li> </ul>	30	Optional
service	Impacted service	255	Optional
comments	Some additional information from KPN	4000	Optional
priority	Priority. Possible values are: <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 (Details Changed)

```
[
  {
    "transaction_id": "e1d7f2bc-8906-4b11-a19a-8d51a98c32c7",
    "message_datetime_utc": "2024-08-20T05:17:01Z",
    "ticket_type": "Incident",
    "action": "Details Changed",
    "kpn_ticket_number": "INC#11182859",
    "customer_reference_number": "CTP-20240807-002",
    "ticket_attributes": {
      "comments": "",
      "priority": "1 - Critical",
      "category": "Incident"
    }
  }
]
```

## 3.2 Ticket\_type: Change Requests

### Change Request Ticket-Updates from KPN to Customer:

- New
- In Progress
- Comment
- On Hold
- Details Changed
- Executed
- Canceled
- Closed

### 3.2.1 Action: New - Change Request Ticket Created By KPN

In case a ticket in ServiceNow has been created by KPN (by a Change Manager) the ticket-information will be shared with the customer.

**Note 1:** This not applicable for all customers. Contact your Service Delivery Manager of KPN in case you want to receive these tickets created by KPN.

**Note 2:** After processing this 'New' message a response to update the KPN ticket with the customer reference number is mandatory, see document "2 ServiceNow CC-API for Customers" chapter 3.1.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "New"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: 'New'	160	Mandatory
short_description	Short Description / Summary of the Change	160	Mandatory
description	(Long) Description of the reported Change	4000	Mandatory
contact	id of the contact (Reported by / Requested by)	100	Mandatory
user	Id of the user (Affected user / Requested for)	100	Mandatory
type	Type. Possible values are: <ul style="list-style-type: none"> <li>• Normal</li> <li>• Emergency</li> </ul>		Mandatory
impact	Impact. Possible values are: <ul style="list-style-type: none"> <li>• 1 – High</li> <li>• 2 – Medium</li> <li>• 3 – Low</li> </ul>		Mandatory
priority	Priority. Possible values are: <ul style="list-style-type: none"> <li>• 1 – Critical</li> <li>• 2 – High</li> <li>• 3 – Moderate</li> <li>• 4 - Low</li> </ul>		Mandatory
risk	Risk. Possible values are: <ul style="list-style-type: none"> <li>• High</li> <li>• Moderate</li> <li>• Low</li> <li>• None</li> </ul>		Mandatory
desired_delivery_date	The original date the customer has requested for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_start_date	The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional

### Sample Ticket-Update (New)

```
[
  {
    "message_datetime_utc": "2024-11-08T09:43:48.478Z",
    "ticket_type": "Change Request",
    "action": "New",
    "kpn_ticket_number": "CHG#10488723",
    "customer_reference_number": "",
    "transaction_id": "35f86471-7181-4ee7-9290-1b8bd4f4ed5c",
    "ticket_attributes": {
      "short_description": "Test Short Description",
      "description": "Test Long description.\r\nWith multiple lines",
      "state": "New",
      "type": "Normal",
      "impact": "3 - Low",
      "risk": "Moderate",
      "priority": "4 - Low",
      "contact": "KPN",
      "user": "KPN",
      "desired_delivery_date": "2024-11-08 10:43",
      "planned_start_date": "2024-11-10 10:43",
      "planned_end_date": "2024-11-11 10:43"
    }
  }
]
```

### 3.2.2 Action: In Progress – Change Request In Progress

KPN has set the Change Request in ServiceNow to Assess/Authorize/Scheduled/Implement OR KPN has rescheduled the Change Request.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "In Progress"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• "New"</li> <li>• "Assess"</li> <li>• "Authorize"</li> <li>• "Scheduled"</li> <li>• "Implement"</li> </ul>	30	Mandatory
desired_delivery_date	The original date the customer has requested for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
actual_start_date	The actual start date for the change (in CET), only for state='Implement' format: YYYY-MM-DD HH:MM		Optional
planned_start_date	The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
planned_end_date	The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		Optional
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2024-10-28T15:43:41.395Z",
    "ticket_type": "Change Request",
    "action": "In Progress",
    "kpn_ticket_number": "CHG#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "8700e79f-5e7a-4890-b44d-9515ca40839e",
    "ticket_attributes": {
      "state": "Assess",
      "planned_start_date": "2025-09-21 16:00",
      "planned_end_date": "2025-09-21 17:00"
    }
  }
]
```

### 3.2.3 Action: Comment - Comment added to the Change Request

KPN has added an additional comment to the Change Request in ServiceNow.

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. Value: 'Change Request'	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 customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• "New"</li> <li>• "Assess"</li> <li>• "Authorize"</li> <li>• "Scheduled"</li> <li>• "Implement"</li> <li>• "Review"</li> </ul>		
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (Comment)

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

### 3.2.4 Action: On Hold – Change Request changed to State On Hold

KPN has set the Change Request in ServiceNow to 'On Hold'.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• "New"</li> <li>• "Assess"</li> <li>• "Authorize"</li> <li>• "Scheduled"</li> <li>• "Implement"</li> <li>• "Review"</li> </ul>	30	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'	4000	Mandatory

#### Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2024-10-29T07:24:01.593Z",
    "ticket_type": "Change Request",
    "action": "On Hold",
    "kpn_ticket_number": "CHG#10473320",
    "customer_reference_number": "CTP-20241028-808",
    "transaction_id": "a99cc7e3-9cf7-4f2a-8adb-3b0d0b5a5683",
    "ticket_attributes": {
      "state": "On Hold",
      "on_hold_reason": "Test On Hold"
    }
  }
]
```

### 3.2.5 Action: Details Changed - Details changed of the Change Request

KPN has changed one or multiple of the next fields:

- Planned start date
- Planned end date
- Type

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. Value: 'change_request'	30	Mandatory
action	Action taken on the ticket. Value: "Details Changed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• "New"</li> <li>• "Assess"</li> <li>• "Authorize"</li> <li>• "Scheduled"</li> <li>• "Implement"</li> <li>• "Review"</li> </ul>	30	Mandatory
planned_start_date	Field is only included in the JSON in case it has been changed in ServiceNow. The planned start date for the change (in CET) format: YYYY-MM-DD HH:MM		optional
planned_end_date	Field is only included in the JSON in case it has been changed in ServiceNow. The planned end date for the change (in CET) format: YYYY-MM-DD HH:MM		optional
type	Field is only included in the JSON in case it has been changed in ServiceNow. Change type. Possible values: <ul style="list-style-type: none"> <li>• Normal</li> <li>• Emergency</li> </ul>	20	optional

#### Sample Ticket-Update (Details Changed)

```
[
  {
    "message_datetime_utc": "2024-10-30T10:38:11.999Z",
    "ticket_type": "Change Request",
    "action": "Details Changed",
    "kpn_ticket_number": "CHG#10473336",
    "customer_reference_number": "CTP-20241030-372",
    "transaction_id": "42fd3bb6-c3b4-45c7-83d3-990c30d9b5c1",
    "ticket_attributes": {
      "planned_start_date": "2024-10-18 10:00",
      "planned_end_date": "2024-10-18 11:00",
      "type": "Emergency"
    }
  }
]
```

### 3.2.6 Action: Executed – The Change Request is Executed

KPN has executed the Change Request.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Executed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Review"	30	Mandatory
comment	Some additional information from KPN	4000	Optional
actual_start_date	The actual start date for the change (in CET) format: YYYY-MM-DD HH:MM		Mandatory
actual_end_date	The actual end date for the change (in CET) format: YYYY-MM-DD HH:MM		Mandatory
close_code	Possible values are: <ul style="list-style-type: none"><li>• Successful</li><li>• Unsuccessful</li><li>• Successful with issues</li></ul>	40	Optional
close_notes	Closure notes	4000	Mandatory

#### Sample Ticket-Update (Executed)

```
[
  {
    "message_datetime_utc": "2024-10-31T10:34:35.810Z",
    "ticket_type": "Change Request",
    "action": "Executed",
    "kpn_ticket_number": "CHG#10473345",
    "customer_reference_number": "TDN-20241031-002",
    "transaction_id": "a90f8f32-2f71-4282-9e36-0d6a3938edd1",
    "ticket_attributes": {
      "state": "Review",
      "actual_start_date": "2024-10-17 11:00",
      "actual_end_date": "2024-10-18 11:00",
      "close_code": "Successful",
      "close_notes": "Wat notities"
    }
  }
]
```

### 3.2.7 Action: Canceled – The Change Request is Canceled

KPN has set the Changed Request in ServiceNow to 'Canceled'.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Canceled"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Canceled"	30	Mandatory
comments	Some additional information from KPN	4000	Optional
close_code	Possible values are: <ul style="list-style-type: none"><li>• Successful</li><li>• Unsuccessful</li><li>• Successful with issues</li></ul>	50	Optional
close_notes	Closure notes	4000	Mandatory

#### Sample Ticket-Update (Canceled)

```
[
  {
    "message_datetime_utc": "2024-10-29T08:45:31.851Z",
    "ticket_type": "Change Request",
    "action": "Canceled",
    "kpn_ticket_number": "CHG#10473328",
    "customer_reference_number": "CTP-20241029-654",
    "transaction_id": "42d0f38f-8095-4d46-b2e8-6411f48eb93a",
    "ticket_attributes": {
      "state": "Canceled",
      "close_code": "Successful",
      "close_notes": "notes"
    }
  }
]
```

### 3.2.8 Action: Closed – The Ticket is Closed

KPN has set the Change Request in ServiceNow to 'Closed'.

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. Value: 'Change Request'	30	Mandatory
action	Action taken on the ticket. Value: "Closed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Closed"	30	Mandatory
close_code	Possible values are: <ul style="list-style-type: none"><li>• Successful</li><li>• Unsuccessful</li><li>• Successful with issues</li></ul>	50	Mandatory
close_notes	Closure notes	4000	Mandatory

#### Sample Ticket-Update (Closed)

```
[
  {
    "message_datetime_utc": "2024-10-31T10:36:46.455Z",
    "ticket_type": "Change Request",
    "action": "Closed",
    "kpn_ticket_number": "CHG#10473345",
    "customer_reference_number": "TDN-20241031-002",
    "transaction_id": "ca4d9d1e-aa32-4323-be30-13eb6b961e22",
    "ticket_attributes": {
      "state": "Closed",
      "close_code": "Successful with issues",
      "close_notes": "Wat notities 2"
    }
  }
]
```

### **3.3 Ticket\_type: Service Request**

#### **Service Request Ticket-Updates from KPN to Customer:**

- In Progress
- On Hold
- Comment
- Completed
- Canceled

### 3.3.1 Action: In Progress – Service Request In Progress

KPN has set the Service Request in ServiceNow to 'In Progress'.

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. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "In Progress"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"><li>• "In Progress"</li><li>• "On Hold"</li><li>• "Awaiting Review"</li></ul>	30	Mandatory
comments	Some additional information from KPN	4000	Optional

#### Sample Ticket-Update (In Progress)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:48:46.587Z",
    "ticket_type": "Service Request",
    "action": "In Progress",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "5df0f549-3a5e-4bba-85e2-9c87b34d140b",
    "ticket_attributes": {
      "state": "In Progress"
    }
  }
]
```

### 3.3.2 Action: Comment - Comment added to the Service Request

KPN has added an additional comment to the Service Request in ServiceNow.

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. Value: 'Service Request'	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 customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• "New"</li> <li>• "In Progress"</li> <li>• "On Hold"</li> <li>• "Awaiting Review"</li> </ul>	30	Mandatory
comments	Some additional information from KPN	4000	Mandatory

#### Sample Ticket-Update (Comment)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:48:55.921Z",
    "ticket_type": "Service Request",
    "action": "Comment",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "bc2ce63f-481f-44a0-a1cc-b1e62614cb92",
    "ticket_attributes": {
      "state": "In Progress",
      "comments": "Catalog Task SCTASK#10562889 has additional comments - \nBusy text\n\n\n"
    }
  }
]
```

### 3.3.3 Action: On Hold - Service Request changed to State On Hold

KPN has set the Service Request in ServiceNow to 'On Hold'.

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. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "On Hold"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"><li>• "On Hold"</li></ul>	30	Mandatory
on_hold_reason	The reason for putting the ticket 'on hold'	4000	Mandatory
comments	Some additional information from KPN	4000	Optional

#### Sample Ticket-Update (On Hold)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:49:11.019Z",
    "ticket_type": "Service Request",
    "action": "On Hold",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "37b23de2-458a-4c4a-9890-6a0366dad68e",
    "ticket_attributes": {
      "state": "On Hold",
      "on_hold_reason": "Awaiting User",
      "comments": "\nPending comment\n\n\n"
    }
  }
]
```

### 3.3.4 Action: Completed – The Service Request is Closed Complete

KPN has completed the Service Request.

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. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "Completed"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	60	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Value: "Closed Complete"	30	Mandatory
comment	Some additional information from KPN	4000	Optional
close_code	Initially no values expected	40	Optional
close_notes	Closure notes	4000	Mandatory

#### Sample Ticket-Update (Closed Complete)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:57:26.938Z",
    "ticket_type": "Service Request",
    "action": "Completed",
    "kpn_ticket_number": "RITM#10537890",
    "customer_reference_number": "TDN-20250304-4",
    "transaction_id": "d42226fa-bcf3-4871-8b17-6255fd0a5d22",
    "ticket_attributes": {
      "state": "Closed Complete",
      "close_code": "",
      "close_notes": "Implemented as requested"
    }
  }
]
```

### 3.3.5 Action: Canceled – The Service Request is Canceled

KPN has set the Service Request in ServiceNow to 'Closed Aborted' (in case the request is abandoned after approval).

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. Value: 'Service Request'	30	Mandatory
action	Action taken on the ticket. Value: "Canceled"	20	Mandatory
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_attributes			
state	State of the ticket in the KPN system. Possible values: <ul style="list-style-type: none"> <li>• Closed Aborted</li> <li>• Closed Cancelled</li> </ul>	30	Mandatory
comment	Some additional information from KPN	4000	Optional
close_code	Initially no values expected	40	Optional
close_notes	Closure notes	4000	Mandatory

#### Sample Ticket-Update (Canceled)

```
[
  {
    "message_datetime_utc": "2025-03-04T11:51:01.219Z",
    "ticket_type": "Service Request",
    "action": "Canceled",
    "kpn_ticket_number": "RITM#10537888",
    "customer_reference_number": "TDN-20250304-1",
    "transaction_id": "3b30e7cf-ed84-416b-9c66-93ae4dec8767",
    "ticket_attributes": {
      "state": "Closed Aborted",
      "close_code": "",
      "close_notes": "Abort note"
    }
  }
]
```

### 3.4 Attachments

#### Receiving Attachments from ServiceNow KPN

If an attachment is added by KPN to a ticket, 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'</li><li>• 'Request for Information'</li><li>• 'Change Request'</li><li>• 'Service Request'</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 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 Get List Open Tickets

Customers can retrieve a list of open tickets from ServiceNow KPN (tickets which are not closed/completed).

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

Data-Item	Description	Max. Length	
kpn_ticket_number	Ticket-number of ServiceNow KPN	20	Mandatory
customer_reference_number	Unique reference-number of the customer system	50	Mandatory
ticket_type	Possible values: <ul style="list-style-type: none"><li>• 'Incident'</li><li>• 'Request for Information'</li><li>• 'Change Request'</li><li>• 'Service Request'</li></ul>	30	Mandatory
state	State of the ticket in the KPN system. Possible values for incidents and Request for information: <ul style="list-style-type: none"><li>• "New"</li><li>• "In Progress"</li><li>• "On Hold"</li><li>• "Resolved"</li></ul> Possible values for change requests: <ul style="list-style-type: none"><li>• "New"</li><li>• "Assess"</li><li>• "Authorize"</li><li>• "Scheduled"</li><li>• "Implement"</li><li>• "Review"</li></ul> Possible values for Service Requests: <ul style="list-style-type: none"><li>• "New"</li><li>• "In Progress"</li><li>• "On Hold"</li><li>• "Resolved"</li></ul>	30	Mandatory
short_description	Short description / Summary of the ticket	160	Mandatory
link	url to retrieve the details of the ticket	255	Mandatory

### Sample Get List Open Tickets

```
{
  "result": [
    {
      "kpn_ticket_number": "INC#34567890",
      "customer_reference_number": "INC01234567",
      "ticket_type": "Incident",
      "state": "In Progress",
      "short_description": "Win11 L schijf: Kan niet worden toegevoegd",
      "link": " https://api-
prd.kpn.com/network/kpn/servicenow/Ticket?kpn_ticket_number=INC%2334567890"
    }
  ]
}
```

## 5 GET Ticket Details

Customers can retrieve the details of a specific ticket from ServiceNow KPN.

GET [https://api-prd.kpn.com/network/kpn/servicenow/Ticket?kpn\\_ticket\\_number=INC%2311306222](https://api-prd.kpn.com/network/kpn/servicenow/Ticket?kpn_ticket_number=INC%2311306222)

**Note:** The kpn ticket number should be url encoded as it contains a '#' symbol.

The response will contain the details of the ticket. The fields in the response depends on the ticket-type.

### 5.1.1 Incident / RFI Details

#### Sample Get Ticket Details for Incident

```
{
  "result": [
    {
      "category": "Incident",
      "ci": "",
      "company": "Customer B.V.",
      "contact": "Unknown User",
      "description": "test",
      "impact": "1 - High",
      "on_hold_reason": "Awaiting User",
      "priority": "3 - Moderate",
      "customer_reference_number": "INC01234567",
      "resolution_code": null,
      "resolution_notes": "",
      "service": "Not contracted",
      "short_description": "test",
      "sla_due": "2024-10-18 10:26",
      "state": "On Hold",
      "kpn_ticket_number": "INC#11252428",
      "urgency": "3 - Low",
      "user": "Unknown User",
      "comments": [
        {
          "comment": "Looks fine. SNOW can be closed .Thank you.",
          "date_time": "2024-10-18 10:26",
          "user": "via integration"
        },
        {
          "comment": "As you requested i restored the link for you.",
          "date_time": "2024-10-18 10:26",
          "user": "KPN"
        }
      ]
    }
  ]
}
```

## 5.1.2 Change Request Details

### Sample Get Ticket Details for Change Request

```
{
  "result": {
    "ticket_type": "Change Request",
    "ci": "",
    "company": "Aan B.V.",
    "description": "test",
    "on_hold_reason": "",
    "priority": "4 - Low",
    "customer_reference_number": "CTP-20241112-421",
    "service": "Not contracted",
    "short_description": "test",
    "sla_due": "UNKNOWN",
    "planned_start_date": "",
    "planned_end_date": "",
    "type": "Normal",
    "state": "New",
    "kpn_ticket_number": "CHG#10488730",
    "comments": [
      {
        "comment": "Looks fine. SNOW can be closed .Thank you.",
        "date_time": "2024-10-18 10:26",
        "user": "via integration"
      },
      {
        "comment": "As you requested i restored the link for you please check details and let me know if any issue.",
        "date_time": "2024-10-18 10:26",
        "user": "KPN"
      }
    ]
  }
}
```

### 5.1.3 Service Request Details

#### Sample Get Ticket Details for Service Request

```
{
  "result": {
    "ticket_type": "Service Request",
    "customer_reference_number": "TDN-REQ20250221-202",
    "kpn_ticket_number": "RITM#10551843",
    "company": "KPN B.V.",
    "short_description": "test short description",
    "description": "test long description",
    "service": "Decommissioning Firewall",
    "contact": "unknown.user@8001206483",
    "user": "unknown.user@8001206483",
    "state": "Closed Complete",
    "resolution_notes": "Close notes complete",
    "order_items": [
      {
        "item": "510.400 - NIO ICT Automation",
        "customer_order_item_id": "TDN-REQ20250221-202"
      }
    ],
    "comments": [
      {
        "comment": "Looks fine. SNOW can be closed .Thank you.",
        "date_time": "2024-10-18 10:26",
        "user": "via integration"
      },
      {
        "comment": "As you requested i restored the link for you please check details and let me know if any issue.",
        "date_time": "2024-10-18 10:26",
        "user": "KPN"
      }
    ]
  }
}
```

## **6 Attachment handling**

### **6.1 Sending Attachments to KPN ServiceNow**

All POST and PATCH messages towards the ServiceNow 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.

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

### **6.2 Receiving Attachments from KPN ServiceNow**

If an attachment is added by KPN to a ticket or task, a message will be placed in the queue containing a link to retrieve the attachment. See the addendum for details of the message

## 7 Overview ErrorCodes

Below an overview of the possible error-codes.

<b>ErrorCode</b>	<b>Type of Error</b>	<b>Suggested action</b>
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