



FRESHSERVICE - ONPAGE
INTEGRATION

OnPage and Freshservice Integration

Freshservice is a cloud-based ITIL service desk automation tool that manages incidents and more.

In OnPage

- 1- Log in to the OnPage Management Console
- 2- Click on the **Integrations** tab
- 3- Click on either **ALL** or **Information Technology**
- 4- Scroll down and find **OnPage Webhooks**
- 5- Click on **Settings**
- 6- Under Incoming Webhooks, click on **Create**
- 7- Give a Webhook name (i.e., Freshservice integration)
- 8- Copy the **Secret Key and Client ID** and store it in a secure place. The Keys are only shown once.

Create Web-hook

All credentials allow your app to access the OnPage API. They are secret. Please don't share your app credentials with anyone, include them in public code repositories, or store them in insecure ways.

Web-hook name

FreshService

Client ID

51280bb072cb018  Copy

Secret Key

Shown only once! Copy and store it in secured place.

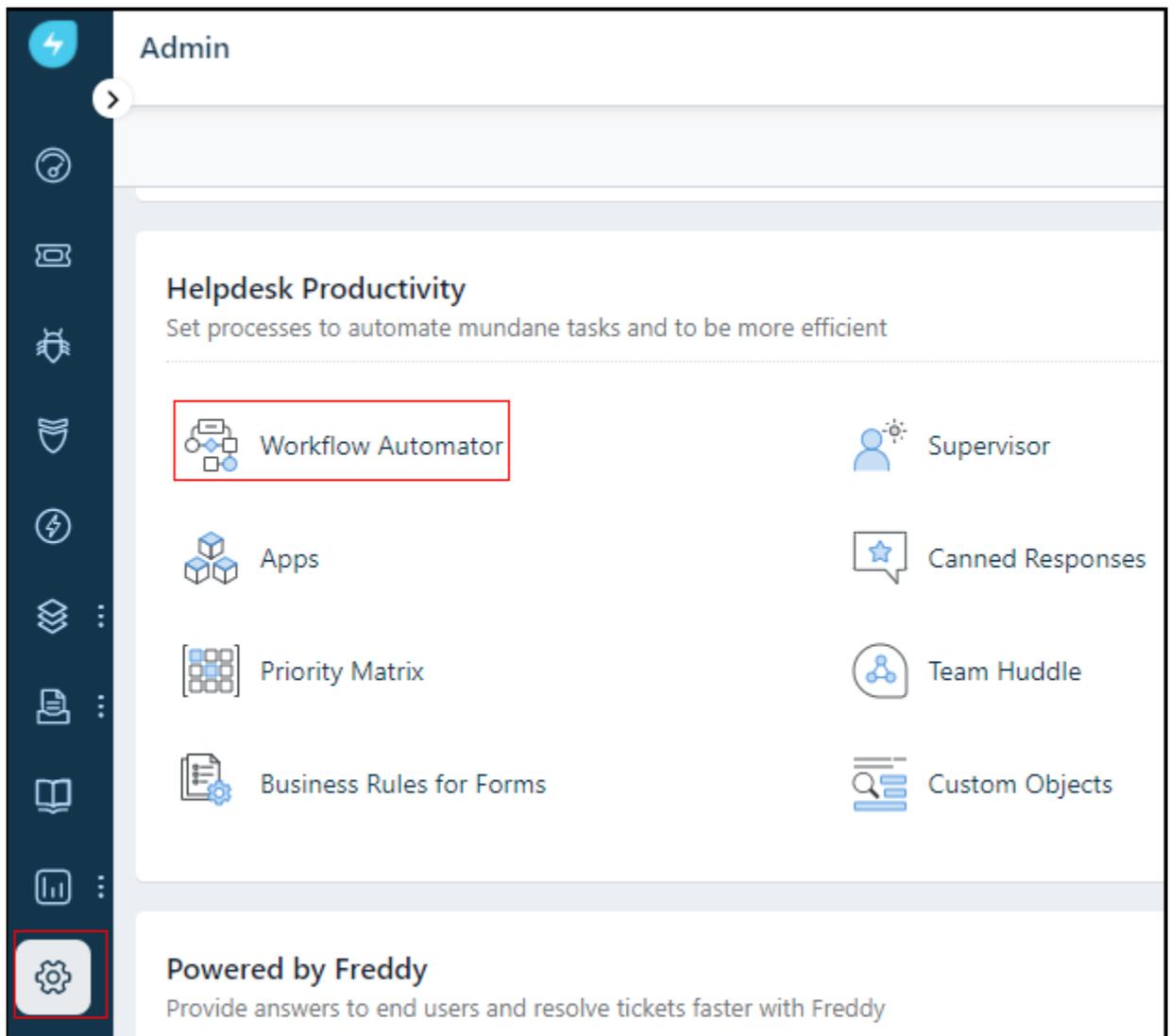
581cc12c6cbd11c925652d99b6b5  Copy

Save **Cancel**

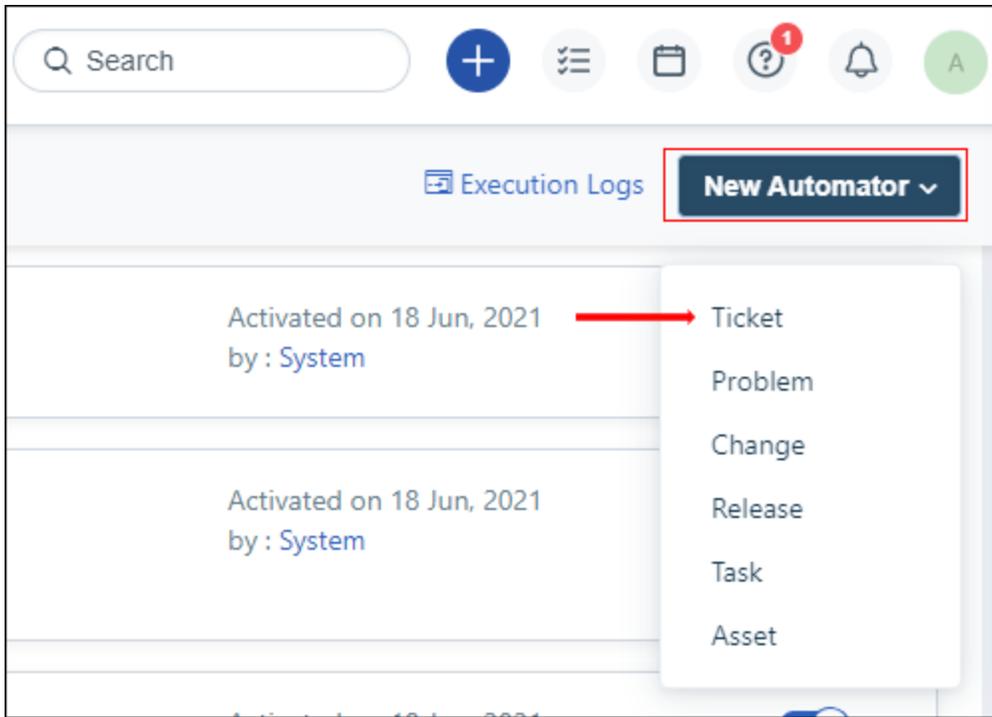
- 9- Click **Save**

In Freshservice

- 1- Click on **Settings** or (⚙️) on the left and select **Workflow Automator** under **Helpdesk Productivity**.



- 2- Click on **New Automator**.
- 3- Choose if you want to create an Automator for Tickets, Problems, Changes, Releases, Tasks or Assets.

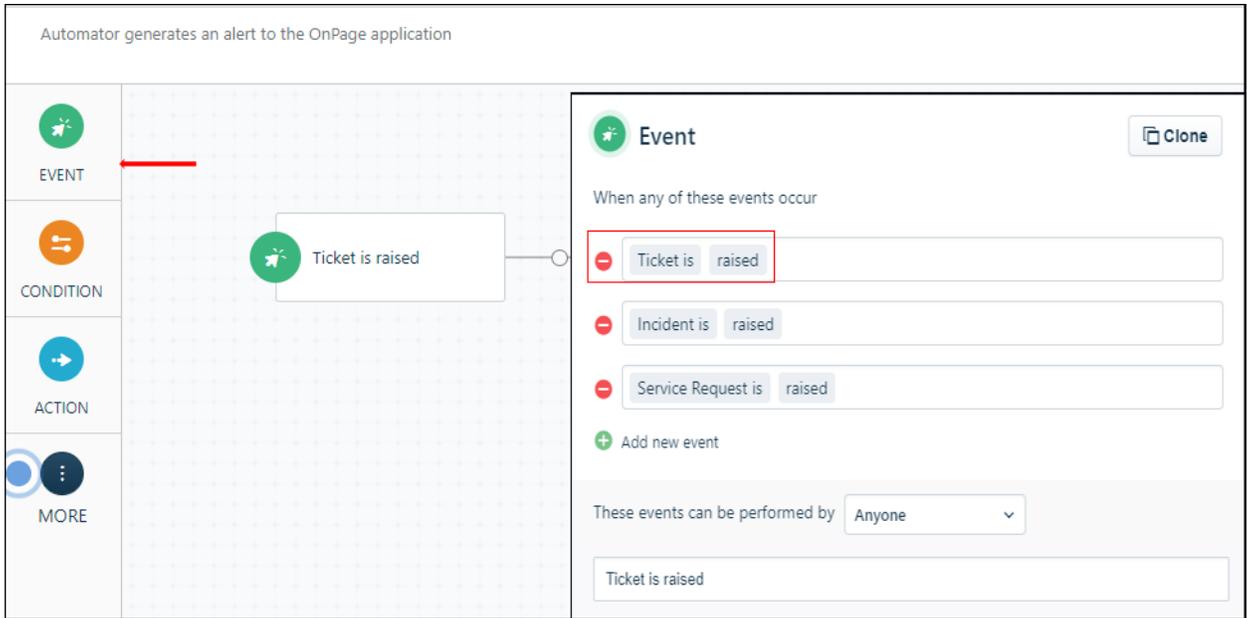


4- Provide the **new Ticket Automator title** and description.

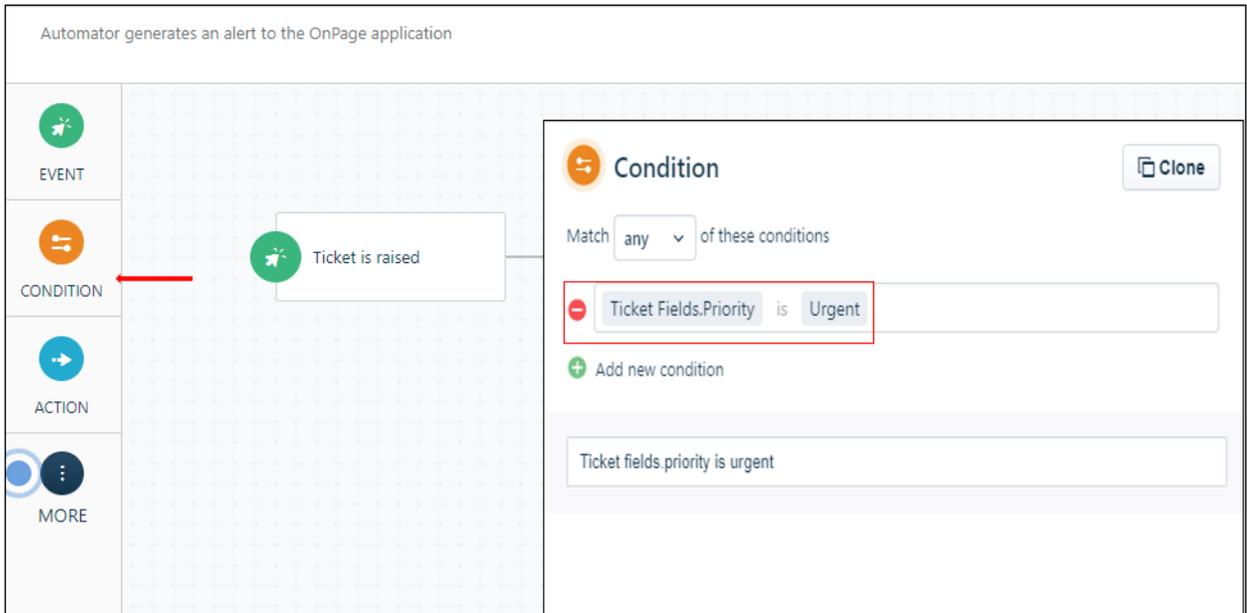
A screenshot of the 'New Ticket Automator' form. The form has a title 'New Ticket Automator'. Below the title, there are two input fields: 'Title *' and 'Description'. The 'Title *' field contains the text 'High Priority tickets'. The 'Description' field contains the text 'This Automator sends alerts to the OnPage on-call |' and has a character count of 600. At the bottom right of the form, there are two buttons: 'Cancel' and 'Create'.

5- Add a rule that triggers an OnPage incident if the priority is **Urgent**.

6- **Event** defines when a workflow must be triggered.



7- **Condition** defines the parameter(s) that needs to be validated during the execution of a workflow.

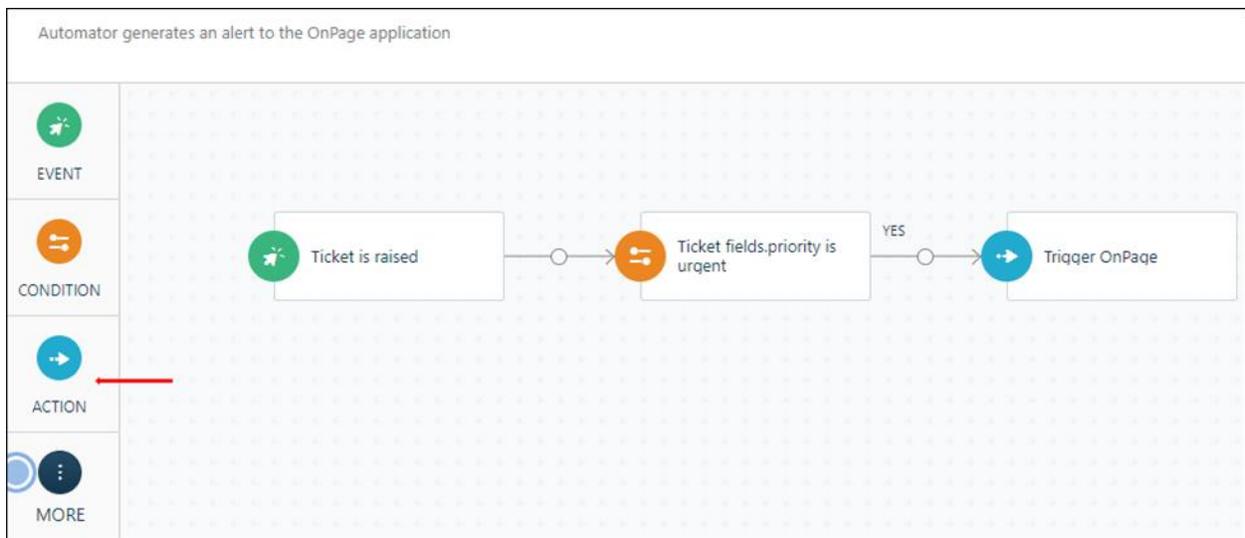


8- **Action** is the outcome of the workflow.

- i- Select **Trigger Webhook**
- ii- Request type: **POST**
- iii- Copy and paste the OnPage URL in the Callback URL field
<https://webhook.onpage.com/gw/v1/page>
- iv- **Encoding** section, select **JSON** and **Advanced**.
- v- Copy and paste the JSON payload from the integrations console.

```
{
  "clientId": "-YOUR-CLIENT-ID-",
  "secretKey": "-YOUR-SECRET-KEY-",
  "message": {
    "subject": "-YOUR-ALERT-SUBJECT-",
    "body": "*-YOUR-ALERT-MESSAGE-",
    "recipients": ["OPID1", "OPID2", ...],
    "priority": "HIGH|LOW"
  }
}
```

- vi- Paste the payload in the **Content** section.
 - a- Edit the script by inserting the **Client ID, Secret Key**
 - b- Add subject and body and or insert **placeholders** of what you would like to see as the subject and body of the message in the OnPage app.
 - c- Enter the OnPage recipient's OnPage ID (OPID). Can be individual or group IDs.
 - d- Enter **Priority** of message. Either HIGH or LOW.
 - e- Click **Test Webhook** – You should receive an OnPage alert.



Action Clone

Perform these actions on Ticket

- Trigger Webhook

[How to use Webhooks](#)

Request Type
POST

Callback URL * Insert Placeholder
https://webhook.onpage.com/gw/v1/page

➔ Test Webhook ⓘ Test webhook does not work with placeholders.

Requires Authentication
 Custom headers

Encoding
 JSON XML X-FORM-URLENCODED
 Simple Advanced

Content Insert Placeholder
This section lets you write custom API requests. Click on the Insert Placeholders button to include details such as Requester Name, Priority, Ticket Status etc. with your request.
[Webhook Usecases](#)

```
{
  "clientId":
  "a7f0b84de7a450eaf6ffab449cb0f141b69eb701ffb455f375c3dae4277b25c
  1",
  "secretKey":
```

+ Add new action

Trigger OnPage

Delete Done

9- Click **Done**