**CallTek Engineering Request**

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| **System Type** | **CAS** | **Name of Requester** | **Justin** |
| **Request Date** | **December 20, 2024** | **Name of Engineer** |  |
| **Revision Date** |  | **Approved by** |  |
| **Version No.** |  | **Approval Date** |  |

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| **TASKS** |  |
| **Identified Issue or Feature Request** | \*Account: Mach Networks  \*Servicenow url: machnetworksdev.service-now.com  Username:  svc.calltek  Password:  ;Vx1OB3ThQG8^G]O3I$MXh<\*$&2p({x=G[6v0dzo5O:6bxW,n!%;1aA^C3#87[Pbiah:2Lpd-c\*Eu^VZ??PS[Wh;O9XOO^P7YTC)  API documentation of Service Now - https://www.servicenow.com/docs/bundle/xanadu-api-reference/page/integrate/inbound-rest/concept/case-api.html  See the attached excel file for the mapping and values of each field.  For Reference: This is the url of Zendesk (the previous ticketing system)  Zendesk - https://machnetworks.zendesk.com  un: machnetworksnoc@mail2.calltekcenter.com  pw: Calltek2022! |
| **Goal** | * **Integrate Service Now to CAS (Mach Networks)** |