



Ivanti Neurons Digital Assistant

Integration Guide

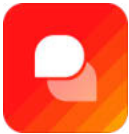
2025



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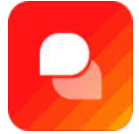


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Integration Overview

This guide outlines the end-to-end process for integrating Ivanti Neurons for ITSM with Ivanti Neurons Digital Assistant (DA). The integration allows users to interact with IT service management functionalities through a conversational AI interface, enhancing self-service capabilities, reducing response times, and improving overall user experience.

Prerequisites

Before beginning the integration, ensure the following conditions are met:

- You have Administrator-level access to an Ivanti Neurons for ITSM instance.
- Your environment includes valid licenses and provisioned instances for both Ivanti Neurons for ITSM and Ivanti Neurons Digital Assistant.
- Network access is configured to allow secure communication between Ivanti DA and ITSM (for example, firewall and proxy settings are appropriately adjusted).

Required Assets

Ivanti will provide the required Ticketing Patch Files at the start of the integration process. These files are essential for configuring the integration successfully.

Setup Checklist

Ivanti Neurons for ITSM

- Create dedicated user accounts for the integration team.
- Set up an ESP User account for automation and API interactions.
- Generate a REST API Key for integration with Ivanti Neurons Digital Assistant.

Ivanti Neurons Digital Assistant

Note: 'Tenant' refers to your specific Ivanti Neurons Digital Assistant instance.

- Install required packages:
 - Download_Espressive_App
 - New_Employee_Onboard
 - reset_password
- Trigger the ELC Sync to ensure baseline content is loaded.
- Import Ivanti integration setup via the API.
- Add the REST API key from ITSM into the Ivanti DA API headers.

- Perform a bulk user import into the Ivanti DA tenant.
- Generate an API token from Ivanti DA and store it securely for later use in ITSM.
- Create necessary system configuration values for bidirectional comment and ticket syncing.

Ivanti Neurons for ITSM Setup

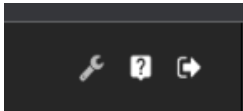
To enable the integration, import the required configuration packages into Ivanti Neurons for ITSM in the following order:

1. Scripts
2. Quick Actions
3. Triggers

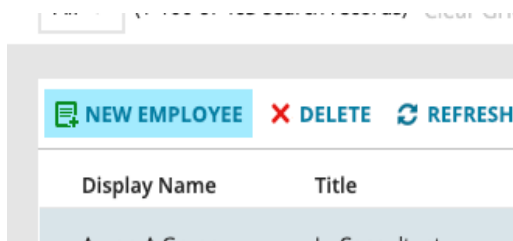
After importing, confirm that the necessary API endpoints are available through the ITSM front-end. This is where you will configure the Ivanti DA API URL and token if not already completed during package import.

Creating User Accounts

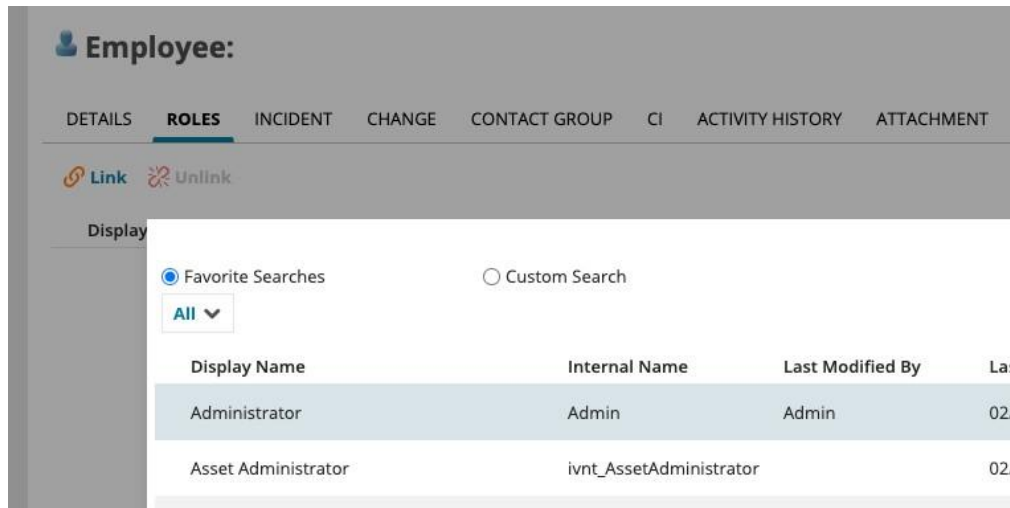
1. Log in to Ivanti Neurons for ITSM with an administrator account.
2. Navigate to the Admin UI by selecting the wrench icon.



3. Under 'Users and Permissions', select 'Users'.
4. Click 'New Employee' and fill in the required fields.



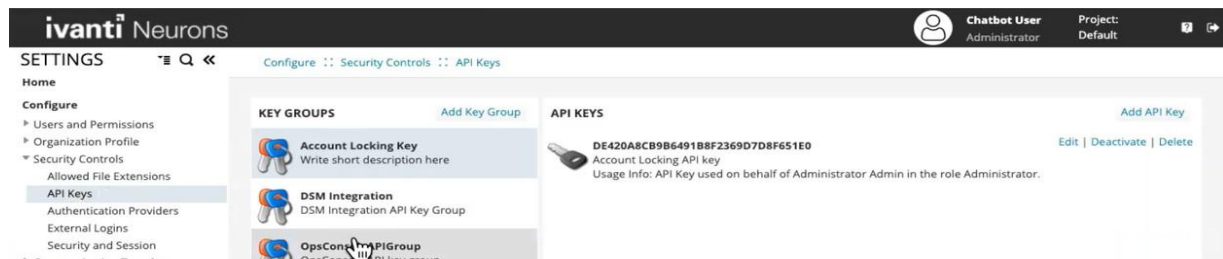
5. Assign the Administrator role to the user and save.



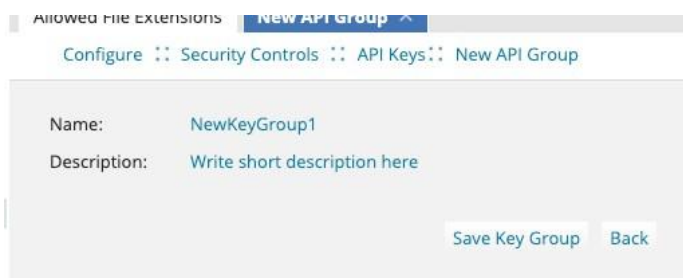
Display Name	Internal Name	Last Modified By	Last Modified
Administrator	Admin	Admin	02/
Asset Administrator	ivnt_AssetAdministrator		02/

Generating an API Key

1. In the Ivanti admin dashboard, go to Security Controls → API Keys.



2. Click 'Add API Key Group' and create a new group for the integration if one does not already exist.



Configure :: Security Controls :: API Keys :: New API Group

Name:

Description:

where

Employee

▼

FirstName (First I

▼

Contains

▼

ESP

fx

+

×

Search

Display Name	LoginID	Title	Org Unit	Department	Status	Created On	First
Espressive Integration	esp.integration@esp...		Default		Active	12/15/2021 4:4...	Espre

3. Select the new key group and click 'Add API Key'.
4. Set the description, and select the ESP integration user account for 'On behalf of'.

☒ Activated
 Description: [Espressive Barista API key](#)
 On Behalf Of: [Espressive Integration](#)
 In Role: [Administrator](#)
 Not limited by IPs from which it can be used
[Add New IP](#) [Save Key](#) [Back](#)

5. Assign the 'Administrator' role and click 'Save Key'.
6. Copy and store the generated API key securely for later use.

KEY GROUPS

[Add Key Group](#)

-  **Account Locking Key**
Write short description here
-  **DSM Integration**
DSM Integration API Key Group
-  **OpsConsoleAPIGroup**
OpsConsole API key group.
-  **Self Registration**
Supports self registration feature

API KEYS

[Add API Key](#)

-  **DE420A8CB9B6491B8F2369D7D8F651E0**
Account Locking API key
Usage Info: API Key used on behalf of Administrator Admin in the role Administrator. [Edit](#) | [Deactivate](#) | [Delete](#)
-  **10BA307601384443AECAC3917874DFCF**
Espressive Barista Integration Key
Usage Info: API Key used on behalf of Chatbot User in the role Administrator. [Edit](#) | [Deactivate](#) | [Delete](#)

Ivanti Neurons Digital Assistant Setup

Installing Required Packages

Status

Packages

Links

Display Settings

Packages

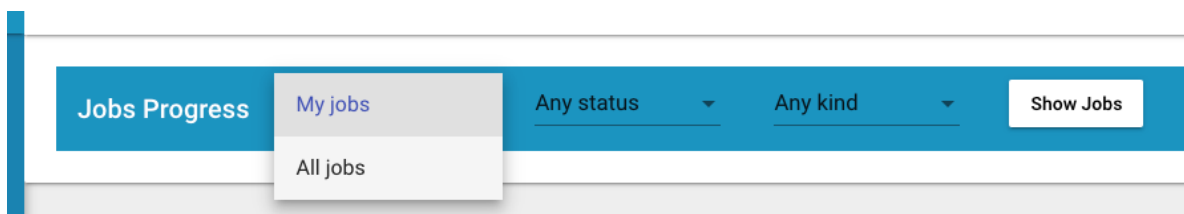
Name	Installed Version	Available Version	
vacation_approval	none	0.04	INSTALL
cust_config	none	0.1	INSTALL
download_espressive_app	0.1	0.1	✓
edit_faq_teach_barista	none	RollingStones v0.07	INSTALL
...			

To begin configuration of Ivanti Neurons Digital Assistant (DA), you must install the necessary integration packages on your DA tenant. Navigate to your DA instance at {tenant}/status/packages and install the following packages:

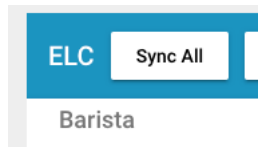
- Download_Espressive_App
- New_Employee_Onboard
- reset_password

Running the ELC Sync

1. Before proceeding with further configuration, you must run the ELC Sync to populate baseline content:
2. Navigate to {tenant}/doppio and open the Command Center.



3. Select 'ELC Sync' from the left-hand menu.
4. Click 'Show Jobs' to check for any existing sync jobs.
5. If no job is running, click 'Sync All' and wait for the process to complete.



Importing Integration Setup

1. Once the ELC Sync is complete, import the Ivanti integration:
2. Log in to your backend API at `/api/espuser/login`.
3. Go to `{tenant}/api/common/v0.1/data/import/`.

Data Import

API Docs (Click me)

OPTIONS

GET /api/common/v0.1/data/import/

```

HTTP 405 Method Not Allowed
Allow: POST, OPTIONS
Content-Type: application/json
Vary: Accept

{
  "errors": [
    {
      "reason": "REST_FRAMEWORK_EXCEPTION",
      "message": "Method \"GET\" not allowed.",
      "parameterName": "detail"
    }
  ]
}

```

Raw data

HTML form

File

Choose File

Ivanti-Ticketing.tgz

POST

4. Use the 'HTML form' tab to upload the 'Ivanti-Ticketing.tgz' file provided by Ivanti.
5. Click POST to begin the upload.

Id	Name	Namespace	Revision	Active
2	Confluence KB Support	com.confluence.kb_support	1	true
3	Microsoft Azure Integration	com.microsoft.azure	1	true
4	Customer Data Integration	com.espressive.customerdata	1	true
1	ServiceNow	com.servicenow	1	true
5	Ivanti Ticketing	com.espressive.gen_ticketing	1	true

Total: 5
Integrations
« Previous 1 Next » 1

6. After upload, confirm the integration appears under Integrations → Integrations in the DA Command Center.



Modifying the Ivanti Ticketing Integration

1. Locate the Ivanti Ticketing integration and click 'Edit'.
2. Under Configuration, enter the Ivanti ITSM instance URL.
3. Ensure the 'resources' field points to the correct Knowledge Base name (e.g., 'Customer Knowledge').
4. Example configuration:

```
{
  "url": "https://ivanti.ivanticloud.com",
  "resources": "Customer Knowledge",
  "group_initial_messages": true
}
```

Generic Ticketing	
Id	Remote Version
10	null
Credentials	Created in EIC
null	☐
EID	Name
f3611550-e3a6-43e1-965a-6b578d17c876	Generic Ticketing
Description	Revision
Integration for generic ticketing systems	1
Namespace	Configuration
com.espressive.gen.ticketing	{ "url": "https://ivanti.ivanticloud.com", "resources": "Customer Knowledge" }
Identifier	Credentials Proxy
generic_ticketing	null

5. For each API under the integration, open the API settings and update the Headers section with the Ivanti REST API Key.

Note: At the time of writing, this package includes three APIs. Repeat this step for each one.

Methods	Headers
Headers	
Name	Value
Content-Type	application/json
Accept	application/json
Cache-Control	no-store
Authorization	rest_api_key=CF495577BB4A44009068958143BEF7EA
Total: 4	

Bulk User Import and API Key Generation

Running the Bulk User Import

Once the API keys are configured within the Ivanti DA integration, you can initiate a bulk user import to populate users from your ITSM instance into the Digital Assistant:

Methods

Headers

Methods

Id	Name	Method Identifier
74	Search User	com.espressive.gen_ticketing.search-user
75	Get Lock Status	com.espressive.gen_ticketing.user-lock-status
79	Get USER List	com.espressive.gen_ticketing.get-user-list



1. Log in to the backend API at /api/espuser.
2. Navigate to {tenant}/api/espuser/v0.1/users/bulk_import_users/.
3. Switch to the 'Raw Data' tab.

API Docs (Click me)

GET /api/espuser/v0.1/users/bulk_import_users/

HTTP 200 OK
Allow: GET, POST, HEAD, OPTIONS
Content-Type: application/json
Vary: Accept

Raw data

HTML form

Media type: application/json

Content:

```

{
  "filter_query": "",
  "integration": ""
}

```

4. Enter 'GTicket' as the integration parameter.
5. Click POST to start the import job. The response will include a job URL for tracking progress.

Content:

```

{
  "filter_query": "",
  "integration": "GTicket"
}

```

You can monitor the job status (in progress or failed), and view the number of users being imported. Once complete, verify the imported users by visiting the 'Users' section within the Command Center.

Note: Ivanti DA includes a few default users, so the total count may not match the imported list exactly.

Esp Job Status Instance

[API Docs \(Click me\)](#)

GET /api/common/v0.1/job_status/17/

```
HTTP 200 OK
Allow: GET
Content-Type: application/json
Vary: Accept

{
  "url": "https://ivantiseemeaeast1.partner.espressive.com/api/common/v0.1/job_status/17/",
  "id": 17,
  "eid": "a3679485-a103-4a80-b4fc-e76c53b5c80e",
  "sys_updated_by": "krishant.lodhia@espressive.com",
  "sys_date_updated": "2021-12-18T00:19:16.004967Z",
  "sys_created_by": "krishant.lodhia@espressive.com",
  "sys_date_created": "2021-12-18T00:18:53.564281Z",
  "sys_custom_fields": null,
  "status": "COMPLETED",
  "api_path": "/api/espuser/v0.1/users/bulk_import_users/",
  "app_job_eid": "6708a6ae-3716-43eb-9244-5c17a267b966",
  "counter": 0,
  "total_count": 463,
  "result_details": {
    "message": "Success",
    "app_specific": null,
    "percent_complete": 100
  }
}
```

Note: You will not have an exact number match as Ivanti DA will have a few default users that exist before the import.

Generating the Ivanti DA API Key

To enable Ivanti ITSM to securely communicate with the Digital Assistant, generate an API token within the DA platform:

1. In the Command Center, go to Integrations → Integrations and select 'Ivanti Ticketing'.
2. Copy the Integration EID.

Ivanti Ticketing

Id	5
Credentials	null
EID	f3611550-e3a6-43e1-965a-6b578d17c876
Description	

3. Navigate to `/api/integration/v0.1/integrations/{integration EID}/generate_token/`.

Integrations OPTIONS GET

[API Docs \(Click me\)](#)

```
GET /api/integration/v0.1/integrations/f3611550-e3a6-43e1-965a-6b578d17c876/generate_token/
```

```
HTTP 200 OK
Allow: GET, POST, HEAD, OPTIONS
Content-Type: application/json
Vary: Accept

{
  "status": "Send a post to regenerate a new token and store it."
}
```

Raw data HTML form

Media type: application/json

4. Click POST to generate the token.
5. Copy the API key. This key will be used in the Ivanti ITSM web service configuration.

Integrations API Docs (Click me)

```
POST /api/integration/v0.1/integrations/f3611550-e3a6-43e1-965a-6b578d17c876/generate_token/
```

```
HTTP 200 OK
Allow: GET, POST, HEAD, OPTIONS
Content-Type: application/json
Vary: Accept

{
  "token": "j8mLWW4eSGX2A0wVPGt3thtlmg2ZnbyF6zsV5QJPh-I",
  "message": "Copy and store this token somewhere safe, it cannot be re-displayed"
}
```



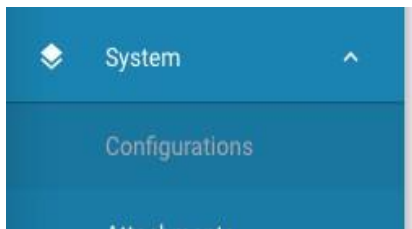
System Configuration in Ivanti Neurons Digital Assistant

Before completing the integration, you must verify and configure key system values within Ivanti Neurons Digital Assistant. These ensure two-way communication for ticket comments and updates.

Employee Number

C48059B903D24E44868440B317BBA7B5

1. In the DA Command Center, go to System → Configurations.



2. Search for the following string-type configuration keys. If they do not exist, you will need to create them manually:
 - `gen_ticketing.webhooks.create-comment.ref`: Set this to "RecId".
 - `gen_ticketing.connection.author.id`: Set this to the Employee Number from the synced ESP Integration User profile.
 - `gen_ticketing.webhooks.create-comment.default_user_email`: Set this to `esp.integration@espressive.com`.

gen_ticketing.webhooks.create-comment.ref	
Key	Value
gen_ticketing.webhooks.create-comment.ref	RecId
Created In EId	EID
☐	658063a1-1836-404d-8cdf-36ada5c60ac9
Type	
String	

The Employee Number value corresponds to the RecId in Ivanti Neurons for ITSM. You can verify the mapping by checking the user profile that was synced into Ivanti DA.

gen_ticketing.connection.author.id

Key	Value
gen_ticketing.connection.author.id	865F92D6039F496DBAF78F5608FC7192
Created In EId	EID
☐	e941b7f6-3277-48f5-bc0b-a89406941e72
Type	
String	

Finalizing Ivanti Neurons for ITSM Configuration

Importing Integration Packages

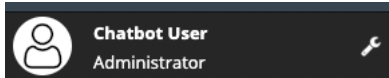
To finalize the integration from the ITSM side, import the following packages into your Ivanti Neurons for ITSM environment:

1. Scripts
2. Quick Actions
3. Triggers

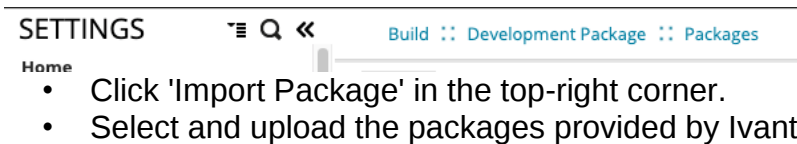


To import:

- Log in as an administrator and go to the Admin dashboard.



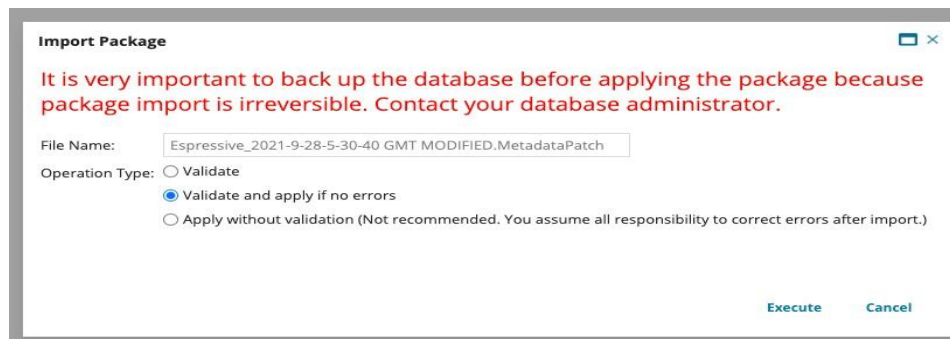
- Search for 'Packages' and navigate to Development Packages.

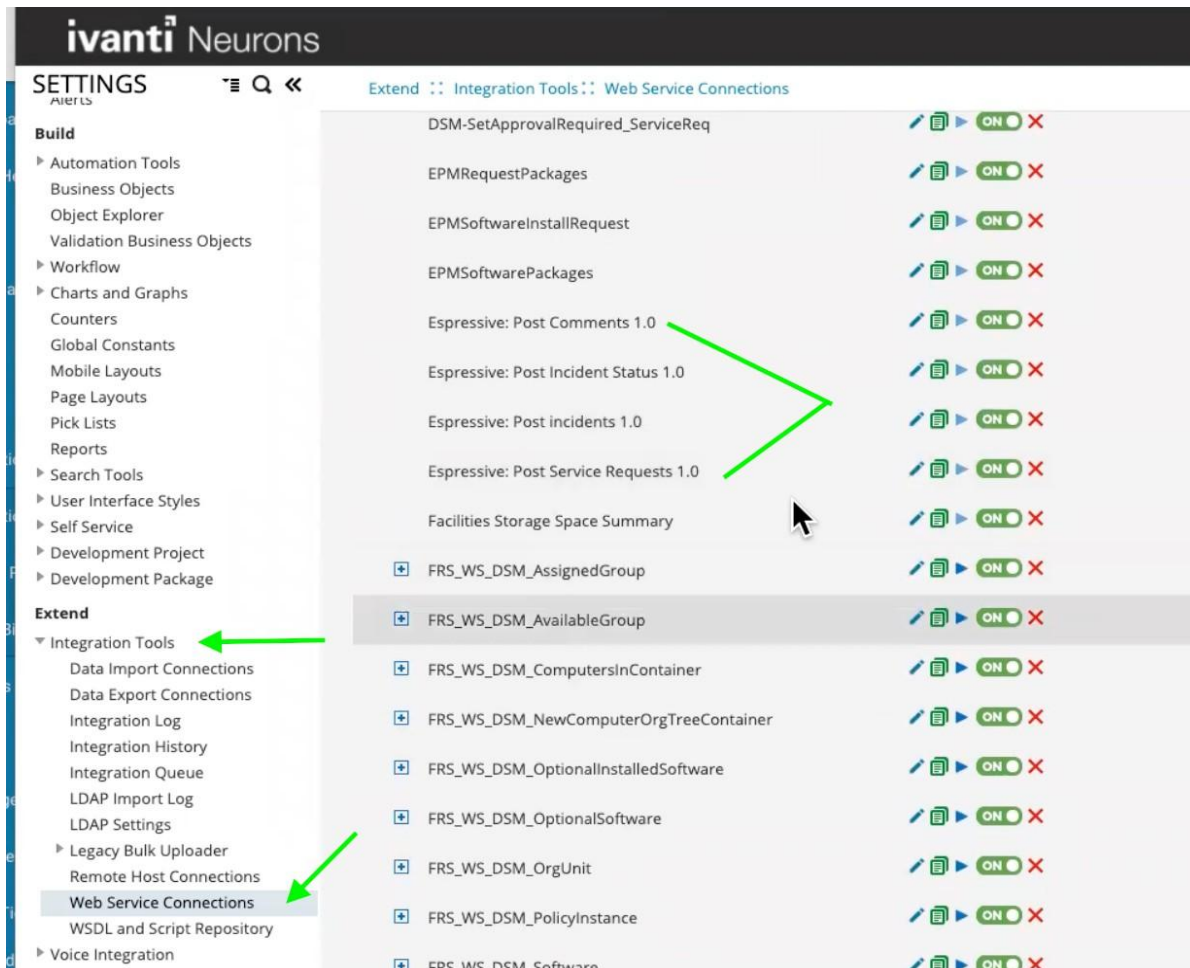


- Click 'Import Package' in the top-right corner.
- Select and upload the packages provided by Ivanti.



After import, verify successful installation by going to Integration Tools → Web Service Connections and confirming that the connections are listed.





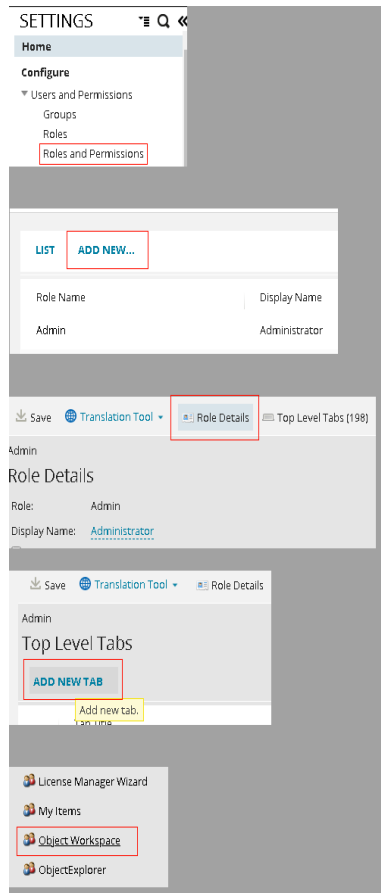
User Interface & API Configuration

Adding a Top-Level Tab in ITSM

To make the Ivanti DA Configuration Business Object visible in the Ivanti ITSM interface:

1. Navigate to: Users and Permissions → Roles and Permissions → Admin → Top Level Tabs.
2. Click 'Add New' and fill in the following details:
 - Tab initially visible: false (optional)
 - Name: Espressive API Configuration

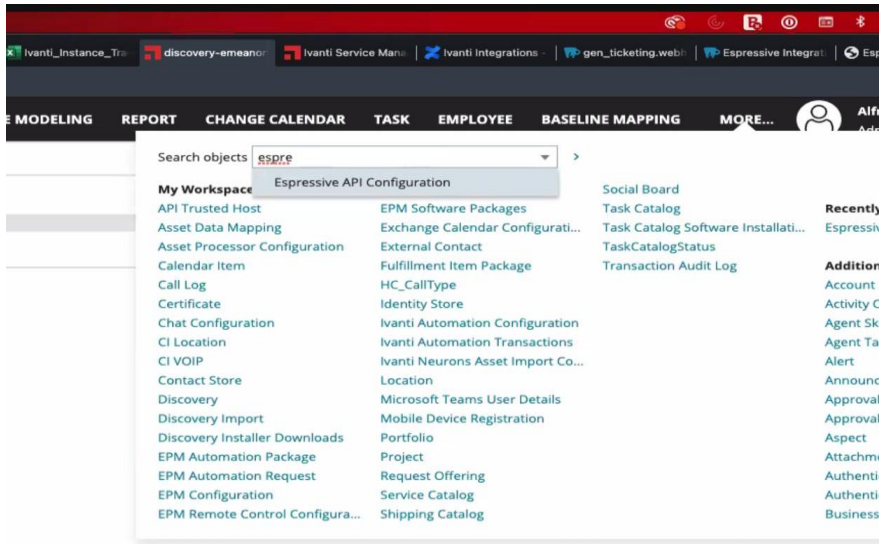
- Object: Espressive Configuration
- Layout: ivnt_Espressive_API_Configuration.Autogenerated



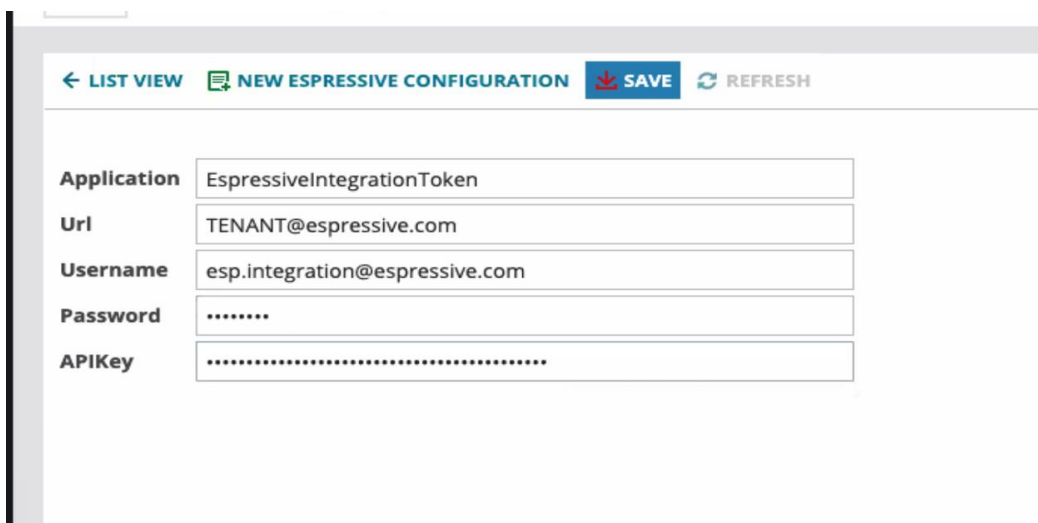
3. Save the Object Workspace.
4. Refresh the front end (if already open) to reflect changes.

Entering API Key and URL in Ivanti ITSM

1. In Ivanti ITSM, search for the Ivanti DA API Configuration object.



2. Add the following entries:
 - Application: ExpressiveIntegrationToken
 - URL: Enter the URL of your Ivanti DA tenant
 - Password: The password for the ESP Integration User
 - APIKey: The token generated in the DA Command Center



Final Configurations in Ivanti DA

Outbound Mapping Script

An outbound mapping script will be provided by your integration contact. Once received:

1. Navigate to {tenant}/api/scripting/v0.1/script.

Output Fields

Active

Name

External name

☒	Category	Category	
☒	Impact	Impact	
☒	Service	Service	
☒	Urgency	Urgency	

Total: 4

« Previous 1 Next » 1

Rules

List of Rules which will be checked in order defined

Active

Order

Outputs

Condition

☒	0	Urgency -> Low, Impact -> Medium, Category -> Performance, Service -> QA	
-------------------------------------	---	--	-------------

Total: 1

« Previous 1 Next » 1

2. Scroll down and click to create a new script:
 - Name: ivanti.create_incident.outbound
 - Type: Mapper
 - Paste the script content provided
3. Save the script.

Incident Creation

Smart Ticketing reference: [Setting up Smart Ticketing](#) The example we use for our ticket:

An example ticket on Ivanti: Inbound mapping scripts

Incident: 12278 (Logged)

Created By frs.admin 10/05/2021 4:15 PM
Modified By InternalServices 10/05/2021 4:16 PM

Response Target 10/07/2021 4:15 PM

1 days 23 hours left to breach

Resolution Target 10/12/2021 4:15 PM

1 days

CUSTOMER & OWNER

Customer *

Summary *

Description *

Service QA
Category Performance
Urgency Low
Impact Medium
Priority 4

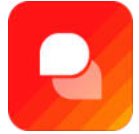
Status * Logged
Team
Owner
Source Phone

DETAILS | TASK (0) | PROBLEM

Testing the Connection

To validate the integration:

1. In DA (Doppio), go to Integration → Integration → Ivanti Ticketing.
2. Locate the 'User' API and test the GET USER LIST method.
3. Copy the generated URL and paste it into a new browser tab, modifying the format as follows:
https://<tenant>.espressive.com/doppio/integrations/<integration eid>/apis/<api eid>/methods/<method eid>/invoke
4. Submit a POST request.
5. A successful integration will return status code 200 and a list of user records.



```
POST /api/integration/v0.1/integrations/f3611550-e3a6-43e1-965a-6b578d17c876/apis/af1e2251-013c-4f7c-bd56-1dae897cde23/methods/04f3f3f0-0ef9-4808-9f5e-14f84

HTTP 200 OK
Allow: GET, POST, HEAD, OPTIONS
Content-Type: application/json
Vary: Accept

{
  "method": "com.espressive.gen_ticketing.get-user-list",
  "url": "https://ivanticloudpmsandbox.trysaasit.com/api/odata/businessobject/employees?stop=0",
  "elapsed_time": 1148.3345902524889,
  "status": 200,
  "headers": {
    "Date": "Tue, 14 Dec 2021 22:09:54 GMT",
    "Content-Type": "application/json; odata.metadata=minimal",
    "Content-Length": "475148",
    "Connection": "keep-alive",
    "Cache-Control": "no-cache",
    "Pragma": "no-cache",
    "Content-Encoding": "gzip",
    "Expires": "-1",
    "Vary": "Accept-Encoding",
    "Server": "",
    "OData-Version": "4.0",
    "Set-Cookie": "SID=; path=/; secure; HttpOnly",
    "X-Powered-By": "Ivanti Service Manager",
    "X-Content-Type-Options": "nosniff",
    "X-UA-Compatible": "IE=9, IE=edge",
    "X-XSS-Protection": "1; mode=block",
    "X-Frame-Options": "SAMEORIGIN",
    "Referrer-Policy": "no-referrer",
    "Strict-Transport-Security": "max-age=31536000; includeSubDomains",
    "Content-Security-Policy": "script-src 'self' 'unsafe-inline' 'unsafe-eval' https://az416426.vo.msecnd.net https://cdvfile/localhost/ https://sfsign-";
    "Feature-Policy": "payment 'none'; microphone 'none'; geolocation 'none'; camera 'none'; sync-xhr 'self'",
    "esp_content": "{\@odata.context\": \"https://ivanticloudpmsandbox.trysaasit.com/api/odata/$metadata#employees\", \"@odata.count\": 464, \"value\": [{\@Init:
    \"cookies\": \"<RequestsCookieJar[<Cookie SID= for ivanticloudpmsandbox.trysaasit.com/>]>\",
    \"result\": {
      \"users\": [
        {
          \"InitialNotReadyReasonValue_Valid\": null,
          \"InitialNotReadyReasonValue\": null,
          \"Address1\": \"4 Chome-2-8 Shibakoen\",
          \"Address1City\": \"Tokyo\",
          \"Address1Country\": \"JP\",

```