Ivanti Neurons Digital Assistant

Quick-Start Checklist

This checklist provides a high-level summary of steps required to integrate Ivanti Neurons for ITSM with Ivanti Neurons Digital Assistant (DA). Use this as a reference to track progress through the integration process.

Prerequisites

- ☐ Access to Ivanti Neurons for ITSM with Administrator privileges.
- ☐ Licenses provisioned for Ivanti Neurons for ITSM and Ivanti Neurons Digital Assistant.
- ☐ Network configurations (firewall, proxy) allow communication between platforms.

Required Assets

- ☐ Ivanti Neurons for ITSM Ticketing Patch Files (provided by Ivanti).

ITSM Setup

- ☐ Create ESP integration user in Ivanti Neurons for ITSM.
- ☐ Generate REST API Key from Ivanti Neurons for ITSM.
- ☐ Import the following in order: Scripts, Quick Actions, and Triggers.

Digital Assistant Setup

- ☐ Install packages: Download_Espressive_App, New_Employee_Onboard, reset_password.
- ☐ Run ELC Sync from the Command Center.
- ☐ Import Ivanti-Ticketing.tgz via DA API.
- ☐ Configure Ivanti Ticketing integration with ITSM URL and knowledge base reference.
- ☐ Add ITSM REST API Key to all APIs in the integration.
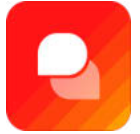
User and Token Setup

- ☐ Run bulk user import using 'GTicket' as parameter.
- ☐ Verify users appear in Command Center.
- ☐ Generate API Key from Ivanti DA Integration EID.
- ☐ Record and store token for use in ITSM script configuration.

System Configuration in DA

- ☐ Set or create config keys:
  - gen_ticketing.webhooks.create-comment.ref = RecId
  - gen_ticketing.connection.author.id = Employee Number
  - gen_ticketing.webhooks.create-comment.default_user_email = esp.integration@espressive.com

Final ITSM Configuration

- ☐ Create top-level tab for the Configuration object.
- ☐ Enter DA URL, Integration Token, and credentials in API Configuration.
- ☐ Upload and confirm outbound mapping script.

Testing

- ☐ Invoke 'GET USER LIST' via API method to confirm successful setup.
- ☐ Ensure 200 OK response and valid user data returned.