



TOPdesk to TOPdesk Link

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1 About this document

This document describes how to import and configure the TOPdesk to TOPdesk Link integration available in the TOPdesk Marketplace.

TOPdesk is not responsible for any problems that arise during the configuration of the interface.

TOPdesk recommends importing and configuring the integration with the support of a TOPdesk consultant. Nevertheless, the integration can also be configured without the support of TOPdesk consultancy.

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We strongly recommend implementing the interface in a test or development environment. Do not start implementing the integration in your productive system without having properly tested it in a test or development environment. Afterwards the integration can be configured in the productive system.

2 General description

The TOPdesk to TOPdesk Link has been developed to offer a simple and efficient way to exchange incidents between two different TOPdesk systems.

The integration allows to easily transfer an incident from environment A to environment B. It also allows exchanging updated information between incidents from 2 environments.

Attachments can also be synchronized.

The integration makes use of the [TOPdesk API](#).

The integration also makes use of 3 optional fields from the incident card.

Two different action sequences are included in the integration:

1. TOPdesk to TOPdesk Link - Create (A --> B)
This Action Sequence will create a new incident on the target system.
2. TOPdesk to TOPdesk Link - Update (A --> B)
This Action Sequence will update the information of an incident on the target system.

Minimum technical requirements for the integration:

TOPdesk Version: TOPdesk On-Premises 2020 Release 1 (build 10.02.005)

Both systems need to be able to reach each other via the internet or the internal network.

3 Preparation

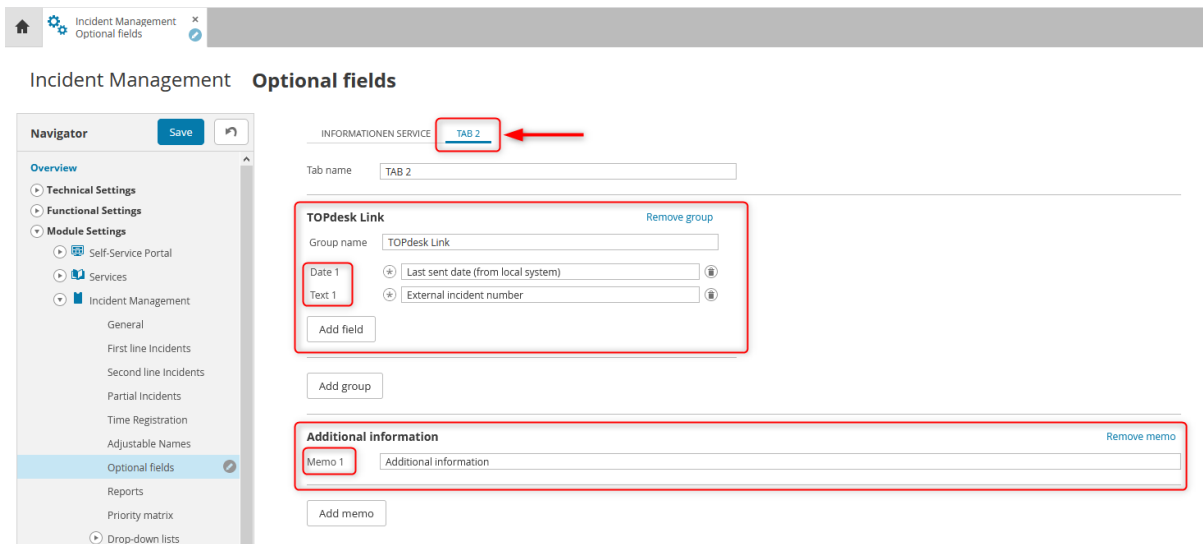
Activate optional fields:

Please activate on both environments following optional fields of the incident management module. It is important that the correct field type and number are selected. The name of the field is not important.

Optional Fields TAB 2:

- Date 1:
This field will show the last date and time at which the local system sent an update to the external system.
- Text 1:
This field will store the incident number from the external system.
- Memo 1:
This field will show additional information each time an exchange of information takes place between both systems.
e.g. Incident successfully created: I2010-004

Example:



Preparation

API User:

The integration will make use of the TOPdesk API.

To access the API a system operator account is required. The system operator account needs to have permissions to access the API, incidents and supporting files.

An application password to access the API will also be required.

Following article describes how to generate a new application password: [KI 9632](#)

Following permissions are required on both systems:

Authorization

[Collapse all](#)

▼ Incident Management

	Read	Write	Create	Delete	Archive	Create Selection
First line incidents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second line incidents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escalate incidents		<input checked="" type="checkbox"/>				
Close incidents		<input checked="" type="checkbox"/>				

▼ Supporting Files

	Read	Write	Create	Delete	Archive	Create Selection
Persons	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operators	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operator groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suppliers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplier contacts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branches	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person private tab	<input type="checkbox"/>	<input type="checkbox"/>				
Person contract tab	<input type="checkbox"/>	<input type="checkbox"/>				

▼ Reporting API

	Read	Write	Create	Delete	Archive	Create Selection
REST API	<input checked="" type="checkbox"/>					
Use application passwords 		<input checked="" type="checkbox"/>				

4 Importing the Action Sequences

2 Action Sequences templates (JSON-Files) are available in the ZIP-File.

1. TOPdesk to TOPdesk Link - Create (A --> B)
This Action Sequence will create a new incident on the target system.
2. TOPdesk to TOPdesk Link - Update (A --> B)
This Action Sequence will update the information of an incident on the target system.

Please import both templates in the systems:

1. Go to [Modules > Action Management > New - Action Sequence] to create an Action Sequence.
2. Select *Incident Management – First line incident* or *Incident Management – Second line incident*
3. Import the JSON(s) extracted from the ZIP-File.

5 Configuring the Action Sequences

Variables

Variablen	
Name	Wert
TOPdesk_target_url	https://TOPdeskURL.domain.com
TOPdesk_self_url	https://TOPdeskURL.domain.com
TOPdesk_self_user	username
TOPdesk_self_ApplicationToken	
TOPdesk_target_user	username
TOPdesk_target_ApplicationToken	
sync_call_type	YES
sync_category	NO
sync_subcategory	NO
sync_priority	NO
sync_target_date	NO
sync_status	NO
TOPdesk_self_user_name	TOPdesk, Link

Variable	Description
TOPdesk_target_url	The URL of the system in which the new incident will be created
TOPdesk_self_url	The URL of the actual system / system the action sequence will be triggered.
TOPdesk_self_user	Username of the API user from the actual system / system the action sequence will be triggered.
TOPdesk_self_ApplicationToken	Application password of the API user from the actual system / system the action sequence will be triggered.
TOPdesk_target_user	Username of the API user from the target system / system the action sequence will create the incident.
TOPdesk_target_ApplicationToken	Application password of the API user from the target system / system the action sequence will create the incident.
entry_type	Name of the entry type the action sequence should set, when it creates a new incident in the target system. Note: This entry type must exist in the target system.
sync_call_type	YES: The action sequence will sync this field NO: The action sequence won't sync this field
sync_category	YES: The action sequence will sync this field NO: The action sequence won't sync this field
sync_subcategory	YES: The action sequence will sync this field NO: The action sequence won't sync this field
sync_priority	YES: The action sequence will sync this field NO: The action sequence won't sync this field
sync_target_date	YES: The action sequence will sync this field NO: The action sequence won't sync this field
sync_status	YES: The action sequence will sync this field NO: The action sequence won't sync this field

Configuring the Action Sequences

snc_operator_group	YES: The action sequence will sync this field NO: The action sequence won't sync this field
*TOPdesk_self_user_name	Surname and given name of the API user from the actual system. Format: Surname, First Name (e.g. TOPdesk, System)

*Please make sure to enter the Surname, First Name(s) of the TOPdesk User that is used to connect to the TOPdesk API.

Operator **TOPdesk, Link** Save ↻ New More ▾

GENERAL INFORMATION OPERATOR GROUPS AUTHORIZATION (1) FILTERS IMAGES LINKS NOTES

General

Surname: TOPdesk
 First Name(s): Link
 First Initials:
 Prefixes:
 Birth Name:
 Title:
 Gender:
 Language: Deutsch

Location

Branch: TOPdesk Deutschland GmbH
 Customer Reference No.:
 Location:
 City:

TOPdesk Login

Login Name: TOPDESKLINK
 Login Permission:
 Operator Profile: Copy operator profile

Contact Details

Configuring the Action Sequences

Mapping:

It is possible to define a mapping for following fields:

- Call type
- Category
- Subcategory
- Priority
- Status
- Operator group

The mapping will only work if the fields are being synced.

If the sync for the category is deactivated, the mapping values for the categories will be ignored.

If you don't need any mapping values, just click on "Delete" to delete the complete mapping list.

It is also possible to define a Fallback value. The action sequence will set this value if it is not able to find any mapped value in the mapping list.

Action sequence **TOPdesk to TOPdesk Link - Create (A --> B)**

GENERAL **VALUE MAPPINGS** EXECUTION LOGS

call type Delete

Name

Mappings

Input value	Output value
<input type="text" value="Question"/>	<input type="text" value="Request"/>
<input type="text" value="Service request"/>	<input type="text" value="Serv. Req."/>

+ Values from the own system Values from the target system

Other input values

Do nothing
Any other input value → Output value equal to input value

Use a default output value
Any other input value → **Fallback value**

6 Testing the Action Sequence

To test the action sequence activate it on one of the context menus from an incident card and trigger it manually.

You can check if the action sequence was triggered successfully via it's "Execution Log".

Action sequence **TOPdesk to TOPdesk Link - Create (A --> B)** Save Import Export Delete

GENERAL **VALUE MAPPINGS** **EXECUTION LOGS**

Card name	Execution date	Successful
I2009-014	2020-09-27T10:03:57.700+0000	✓
I2009-014	2020-09-27T10:02:06.670+0000	✓
I2009-014	2020-09-27T10:00:06.797+0000	✓