How to Sync Case on ServiceNow

Case entity from the Case Management module on ServiceNow.

Introduction

Exalate app allows you to synchronize different entity types on ServiceNow. One of them is a Case entity from the Case Management module. You can add sync rules to synchronize the Case. List of fields and entities available for synchronization on ServiceNow.

Configuration

Source Side(ServiceNow)

Outgoing sync

To send the case data use the code below:

```
if(entityType == "customerCase") {
    replica.summary = customerCase.short_description
    replica.description = customerCase.description
    replica.comments = customerCase.comments
    replica.attachments = customerCase.attachments
    ///other fields supported by the customer case entity
}
```

Destination Side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *Task* to the ServiceNow *Case*

```
if(replica.issueTypeName == "Support Case") { // if the received issue typeName is Support Case create Case on ServiceNow
    if(firstSync) {
        customerCase.correlation_id = replica.key
        customerCase.correlation_display = replica.key
    }
    customerCase.short_description = replica.summary
    customerCase.description = replica.description
    customerCase.comments += replica.addedComments
}
```

To start the synchronization create a trigger for every entity type separately.

> Have more questions? Ask the community