

# How to Synchronize Case on ServiceNow

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This article shows how to synchronize the **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.

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