How to Find Out the Name of a Field in ServiceNow?

Last Modified on 04/09/2024 4:54 am EDT

Fields in ServiceNow have a displayed name, used in the interface, and a column name, used in the database. You need to find out the column name in order to sync fields in ServiceNow.

There are two ways to find out the right name of the field you want to sync:

1. In the Dictionary configuration

1. Access Dictionary configuration with the **right mouse click** on the field you want to sync:

	Number	INC0010003		
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v	Vatch list	2		
* Short de	scription			
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		ort_description' ort_description'		No results to display

2. Check out the name of the field under the **Column name** label:

< E Dictionary Entry Short description		
		new dictionary entries, select a Table and the field Type c cord, and make the field a <u>Display Value</u> for reference field
* Table	Task [task]]
* Type	String Q	
* Column name	short_description	
★ Max length	160	

2. In the Tables & Columns configuration

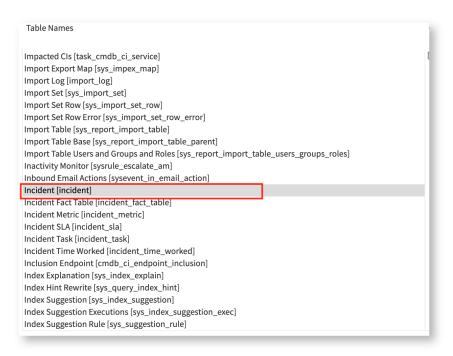
To find out the name of a field within Tables & Columns configuration:

1. Navigate to System Definition \rightarrow Tables & Columns.



2. Select a table from the Table names list.

Exalate supports various entities on ServiceNow. Check out the full list of entities in ServiceNow: fields and entities available for synchronization.



3. Select the field you need to find from the **Column Names** list.

Column Names	
 Fields (incident) Active Activity due Actual end Actual start Additional assignee list Additional comments Approval Approval history Approval set Assignment group Business duration Business resolve time Caller 	
 Category Caused by Change 	

4. Find the **name** parameter in the **Column Attributes** list.

Column Names	Column Attributes		
 Mate SLA Notify Number On hold reason Opened Opened by Order Parent Parent Incident Priority Problem Reassignment count eopen count 	choice display dynamic_creation element_reference filterable function_field groupable i18n_sortable internal_type label language mandatory matchable max_length	0 false false false true false false true string Close notes en false true 4000	
Resolution code	multi_text	true	
Resolution notes	name	close_notes	
Resolve time	plural	Close notes	
Resolved	primary	false	
🛨 🏢 Resolved by	read_only	false	
SLA due	reference_floats	false	
🛨 🏢 Service	sizeclass	-1	
🛨 🧱 Service offering	sortable	true	
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For example, the field with the display name **Resolution notes** has the column name**Pciosentates**.

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