

How to Extract a User from a ReferenceId Field

Last Modified on 01/15/2026 5:52 pm EST

Assume you would like to send the email address of the incident.caller to the other side. incident.caller is a reference and looks like

```
[display_value:Taylor Vreeland, link:https://dev78307.service-now.com/api/now/v2/table/sys_user/46bac3d6a9fe1981005f299d979b8869]
```

To extract the user you can use the [getTableByLink](#) function

```
if(!(incident.caller_id instanceof String)){  
    replica.callerMail = nodeHelper.getTableByLink(incident.caller_id?.link)?.email  
}
```

As a side note that the user table has much more fields

```
[  
default_perspective:  
first_name:Fred  
city:  
name:Fred Luddy  
mobile_phone:  
sys_mod_count:10  
introduction:  
source:  
internal_integration_user:false  
avatar:  
location:[...]  
latitude:  
photo:  
zip:  
email:fred.luddy@example.com  
sys_updated_on:2020-04-03 20:40:35  
sys_id:5137153cc611227c000bbd1bd8cd2005  
time_sheet_policy:  
state:  
vip:false  
calendar_integration:1  
cost_center:[...]  
agent_status:  
notification:2  
user_password:...  
home_phone:  
preferred_language:en  
country:  
sys_created_by:GUEST  
building:  
sys_created_on:2004-05-02 00:00:00  
longitude:  
sys_domain:[...]  
geolocation_tracked:false  
on_schedule:  
company:[...]  
department:[...]  
last_position_update:  
last_position_update:
```

last_name:Luddy
locked_out:false
roles:admin, itil
middle_name:
manager:
schedule:
ldap_server:
last_login:
street:
title:Programmer
date_format:
employee_number:
web_service_access_only:false
sys_domain_path:/
time_format:
sys_class_name:sys_user
sys_updated_by:developer.program@snc
password_needs_reset:false
user_name:fred.luddy
failed_attempts:
time_zone:US/Pacific
enable_multifactor_authn:false
Product
phone:
About Us ?
last_login_time:
Release History ?
gender:Male
sys_class ?
active:true
live: true ?
live: true ?

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