

How to Sync Case on ServiceNow

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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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