

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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