

How to Sync Problem on ServiceNow

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This article shows how to synchronize the **Problem** entity from the Change Management module on ServiceNow.

Introduction

Exalate app allows you to synchronize different entity types on ServiceNow. One of them is a Problem entity from the [Problem Management module](#). You can> add sync rules to synchronize the Problem. [List of fields and entities available for synchronization on ServiceNow](#).

Configuration

Source side(ServiceNow)

Outgoing sync

To send the Problem data use the code below:

```
if(entityType == "problem") {  
    replica.summary = problem.short_description  
    replica.description = problem.description  
    replica.comments = problem.comments  
    replica.attachments = problem.attachments  
    //other fields supported by the problem entity  
}
```

Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *Bug* to the ServiceNow *Problem*

Incoming sync

To create **Problem** with the received information on your side add the code below:

```
if(replica.issueTypeName == "Problem") { //if the received issue typeName is Problem create Problem on ServiceNow  
    if(firstSync) {  
        problem.correlation_id = replica.key  
        problem.correlation_display = replica.key  
    }  
    problem.short_description = replica.summary  
    problem.description = replica.description  
    problem.comments += replica.addedComments  
}
```

To start the synchronization create a trigger for every entity type separately.

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