

How to Sync Comments in ServiceNow

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This article shows how to synchronize comments.

You can handle comments in different ways:

- merge local and received comments (this is a default behavior)
- filter comments
- format received comments

Source side

Outgoing sync

You can decide which comments to share:

Synchronize comments that have no group or role level assign

```
replica.comments = commentHelper.filterLocal(issue.comments)
```

Service Desk: Synchronize only public comments

```
replica.comments = issue.comments.findAll{!it.internal}
```

Make sure the customer request type is assigned to the issue that you are synchronizing

Send only comments created by a certain user

```
//send only Luke Skywalker's comments  
replica.comments = issue.comments.findAll { comment -> comment.author.displayName == "Luke Skywalker" }
```

Destination side

Incoming sync

You can perform the following actions on comments locally:

- merge local and remote comments
- add remote comments
- filter: add comments created by a specific user
- format comments using custom formatting

You can add new comments and keep the existing comments updated using [mergeComments](#) comment helper. This method would prepend the comment content with the author of the original comment. This is the default behavior.

```
issue.comments = commentHelper.mergeComments(issue, replica)
```

Apply received comments without custom formatting

The comment is added just with the body of the original comment, without the author of the original comment.

```
issue.comments = commentHelper.mergeComments(issue, replica, {it})
```

Create received comments as internal (work notes)

```
issue.comments = commentHelper.mergeComments(issue, replica, {it.internal = true})
```

Add comments every time the comment on the remote side was edited

This is an example of a case, where comments editing is disabled, but you still want to get updates every time the remote comment was updated

```
issue.comments += replica.addedComments
```

Manipulate the comments via helper methods

With the help of [commentHelper](#) methods you can manipulate comments and define how to apply received comments on the local issue.

```
// Format each remote comment - add the author

issue.comments = commentHelper.mergeComments(issue, replica,
    {
        comment ->
        comment.body =
            "[" + comment.author.displayName +
                "| email: " + comment.author.email + "]" +
                " commented: \n" +
                comment.body + "\n"
    }
)
```

Gather statistic from comments

This is an example of [groovy collection methods](#) usage. It helps to get better control over the collection contents.

```
def numberOfCommentsPerAuthors = issue.comments.inject([:]) { result, comment ->
    def numberOfCommentsPerAuthor = result[comment.author.key]
    numberOfCommentsPerAuthor = numberOfCommentsPerAuthor ?: 0
    result[comment.author.key] = numberOfCommentsPerAuthor + 1
    result
}
```

Example for a comment list if you use the script above

```
[
    [ author:[key:"luke.skywalker"], body:"I'm a jedi knight, like my father before me" ],
    [ author:[key:"darth.vader"], body:"I am your father!" ],
```

```
[ author:[key:"luke.skywalker"], body:"Noooooooooooo!" ]
```

```
]
```

numberOfCommentsPerAuthors would be [{"luke.skywalker" : 2,"darth.vader" : 1}]

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Warning: In ServiceNow, Exalate treats **work notes** as internal comments. The **entity.work_notes** script is not supported. All the work notes are synchronized as internal comments.