

How to Sync Different Field Types on ServiceNow

Last Modified on 01/28/2026 7:37 am EST

This article shows how to synchronize ServiceNow fields of different types.

In ServiceNow, you can get and set any of the fields of the entity by its internal name. For example:

- get the state of an incident

```
def state = incident.incident_state
```

- set a value to the incident state field manually

```
incident.incident_state = "9"
```

Exalate maps the field names and values to the ServiceNow Rest API, which means that any field name/value that is allowed by the Rest API would work when used from the Exalate groovy scripts.

- ServiceNow to Jira
- Jira to ServiceNow
- ServiceNow to ServiceNow

ServiceNow to Jira

Source side(ServiceNow)

Outgoing sync

Send a field value

You should use the column name instead of the field.

```
replica.short_description = incident.short_description
```

Destination Side (Jira)

Incoming sync

Set the value received from ServiceNow to the Jira custom field with the `issue.customFields."Jira Custom Field name".value` variable.

```
issue.customFields."Jira Custom Field name".value = replica.short_description
```

Jira to ServiceNow

Source side(Jira)

Outgoing sync

Send the Jira custom field value without any context to the ServiceNow side

```
replica.customFields."Jira Custom Field name" = issue.customFields."Jira Custom Field name"
```

Destination Side (ServiceNow)

Incoming sync

When setting received value from Jira custom field you need to know the type of the local field.

Fields of type String

Set the received value from the Jira custom field into the field of type *String*

You should use the column name instead of the field.

```
incident."short_description" = replica.customFields."Jira Custom Field name".value
```

Fields of type reference

To set the value received from the Jira custom field into the field of type reference you need to retrieve the field from ServiceNow API using [**getTableByName**](#) helper method.

```
incident."assignment_group" = nodeHelper.getTableByName("assignment_group", replica.customFields."Jira Custom Field name".value)??.sys_id
```

in some cases, you are able to set a reference field by the display name value:

```
incident."assignment_group" = replica.customFields."Jira Custom Field name"??.value
```

ServiceNow to ServiceNow

Source side(ServiceNow)

Outgoing sync

Send a field

You need to use the column name instead of the display name. For more information, please read [**how to find the column name of a ServiceNow field**](#).

```
replica.short_description = incident.short_description
```

Destination Side (ServiceNow)

Incoming sync

Fields of type String

To synchronize an individual field of the same type

You should use the column name instead of the field.

```
incident.short_description = replica.short_description
```

You can set a value from one field to another field when creating the ServiceNow incident(or any other supported entity) using this example. It helps to append the string value to another field.

```
incident."Service Now Field Name" = "My value" + incident."Field 2 Name"
```

ON THIS PAGE

[About Us](#) ?

[ServiceNow to Jira](#)

[Glossary](#) ?

[Jira to ServiceNow](#)

[API Reference](#) ?

[ServiceNow to ServiceNow](#)

[Security](#) ?

[Pricing and Licensing](#) ?

Resources

[Subscribe for a weekly Exalate hack](#) ?

[Academy](#) ?

[Blog](#) ?

[YouTube Channel](#) ?

[Ebooks](#) ?

Still need help?

[Join our Community](#) ?

[Visit our Service Desk](#) ?

[Find a Partner](#) ?