How to Sync Change Request on ServiceNow

This article shows how to synchronize the **_Change Request_** 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 Change Request entity from the Change Management module. You can add sync rules to synchronize the Change Request. List of fields and entities available for synchronization on ServiceNow.

Configuration

Source Side(ServiceNow)

Outgoing sync

To send the Change Request data use the code below**:**

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

Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type _improvement_ to the ServiceNow change request

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

```
if(replica.issueTypeName == "Improvement") { // if the received issue typeName is Improvement create Change on ServiceNow
   if(firstSync) {
      changeRequest.correlation_id = replica.key
      changeRequest.correlation_display = replica.key
   }
   changeRequest.short_description = replica.summary
   changeRequest.description = replica.description
   changeRequest.comments += replica.addedComments
   ///other fields supported by the Change request entity
}
```

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

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Product

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