

How to Sync Multiple Entities on ServiceNow

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This article shows how to synchronize different entities on ServiceNow.

Introduction

Exalate allows to synchronize the following entities on ServiceNow:

- incident
- customerCase from Case Management module
- problem
- changeRequest from Change Management module

You can add sync rules for every entity type separately.

Check the reference of [supported fields and entities](#) that you can synchronize from ServiceNow instance.

Configuration

To synchronize multiple entity types you need to adapt the sync rules using if blocks. This helps Exalate to distinguish sync rules for different entity types. Check the examples below.

Source side

Outgoing sync

To send **incidents** and **customerCases** use the code below:

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

If you want to send **problem** add this code to the new line in the end of existing outgoing sync rules:

```

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
}

```

If you want to send **changeRequests** add this code to the new line in the end of existing outgoing sync rules:

```

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 *bug* to the ServiceNow incident
- Jira issue of type *improvement* to the ServiceNow change request

Below you can find some examples of mapping multiple issue types from Jira to different entities on ServiceNow.

Incoming sync

If you want to sync multiple entities in one connection add the following code at the beginning of your *Incoming sync* rules:

```

def defaultEntityType = 'customerCase' //Please change the defaultEntityType to 'incident' to create incidents by default
if(firstSync) entityType = defaultEntityType else entityType

```

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

```

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

```

To create **problems** 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 create **changeRequests** 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
}

```

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

```

if(replica.issueTypeName == "Support Case") { // if the received issue typeName is Support Case create Customer 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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