

How to Sync Catalog Task on ServiceNow

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This article shows how to synchronize the **Catalog Task** entity on ServiceNow. Exalate app allows you to synchronize different entity types on ServiceNow. You can add sync rules to synchronize each entity type separately or combine sync rules for multiple entities within one connection.

[List of available fields in supported entities.](#)

Configuration

Source side(ServiceNow)

Outgoing sync

To send the Catalog Task data use the code below:

```
if(entityType == "sc_task") {  
  replica.summary = catalogTask.short_description  
  replica.key      = catalogTask.key  
  replica.description = catalogTask.description  
  replica.priority  = catalogTask.priority  
  replica.attachments = catalogTask.attachments  
  ///other fields supported by the Catalog Task entity  
}
```

Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *improvement* to the ServiceNow Catalog Task

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

```
if(replica.issueTypeName == "Task") { // if the received issue typeName is Task create Catalog Task on ServiceNow  
  
  catalogTask.short_description = replica.summary  
  catalogTask.description = replica.description  
  catalogTask.priority = nodeHelper.getPriority(replica.priority?.name)  
  catalogTask.attachments += replica.addedAttachments  
  ///other fields supported by the Catalog Task entity  
}
```

To start the synchronization [create a trigger](#) for every entity type separately.

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