

How to Sync Defects in Exalate for ServiceNow

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In ServiceNow, defects are related to unexpected product behavior. Defects are available as part of the Agile Development application. You can sync defects with Exalate for ServiceNow.

ServiceNow

Outgoing Sync

Example of a script to send defect data:

```
if(entityType == "defect") {  
    replica.short_description = defect.short_description  
    replica.description = defect.description  
    replica.correlation_id = defect.correlation_id  
    replica.correlation_display = defect.correlation_display  
    replica.assigned_to = defect.assigned_to  
}
```

This script sends data for the following fields of the defect table:

- `short_description`
- `description`
- `correlation_id`
- `correlation_display`
- `assigned_to`

ServiceNow

Incoming Sync

Example of a script to receive defect data:

```
if(entityType == "defect") {  
    defect.short_description = replica.summary  
    defect.description = replica.description  
    defect.correlation_id = replica.key  
    defect.correlation_display = "IDalko-Jira"  
    defect.assigned_to = nodeHelper.getUserByEmail(replica.assignee?.email)?.key  
}
```

With this script, we can sync data with Jira issues: summaries, descriptions, assignees.

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