How to Sync Enhancements in Exalate for ServiceNow

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In ServiceNow, enhancements are improvements to the existing product. Enhancements are available as part of the Agile Development application. You can sync enhancements with Exalate for ServiceNow.

ServiceNow

Outgoing Sync

Example of a script to send enhancement data:

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

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

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

ServiceNow

Incoming Sync

Example of a script to receive enhancement data:

```
if(entityType == "enhancement") {
  enhancement.short_description = replica.summary
  enhancement.description = replica.description
  enhancement.correlation_id = replica.key
  enhancement.correlation_display = "IDalko-Jira"
  enhancement.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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