

ServiceNow Fields and Entities Available for Synchronization

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This page describes the reference of the entities and fields supported for synchronization from the ServiceNow instance.

Note: Starting from version 5.0.28, Exalate can sync any entity from ServiceNow. For more information, please read [How to sync any entity in Exalate for ServiceNow](#).

Warning: Do not use the following construct:

```
entity.work_notes += replica.addedComments
```

In ServiceNow, updating `entity.work_notes` results in a single new `work_note` containing the provided content. Because of the original `entity.work_notes` (which is provided to the incoming sync) contains all the work notes of the entity, the statement above effectively duplicates the `work_notes`. If you were to repeat this a couple of times, the results, it would compound the problem considerably. Instead, you can update work notes as internal comments. For more information, please read [How to Sync Comments in ServiceNow](#).

Note: The proxy user needs to have access to the appropriate entities in order to sync them. For more information, please read the [permissions page](#).

Fields Supported in Incident Entity

	field name	variable	type
1	Number	incident.number	String
2	Short description	incident.short_description	String
3	Description	incident.description	String
4	State	incident.state	Choice
5	Additional comments	incident.addedComments	Journal Input
6	Assigned to	incident.assigned_to	Reference
7	Assignment group	incident.assignment_group	Reference

	field name	variable	type
8	Caller	incident.caller_id	Reference
9	Category	incident.category	Choice
10	Subcategory	incident.subcategory	Choice
11	Caused by change	incident.caused_by	Reference
12	Change request	incident.change_request	Reference
13	Configuration item	incident.cmdb_ci	Reference
14	Correlation ID	incident.correlation_id	String
15	Correlation display	incident.correlation_display	String
16	Impact	incident.impact	Choice
17	Priority	incident.priority	Choice
18	Urgency	incident.urgency	Choice
19	Problem	incident.problem	Reference
20	Resolution code	incident.close_code	String
21	Resolution notes	incident.close_notes	String
22	Resolved	incident.resolved_at	Date Time
23	Resolved by	incident.resolved_by	Reference
24	Service	incident.business_service	Reference
25	Watch list	incident.watch_list	List
26	Work notes	incident.work_notes	Journal Input
27	Work notes list	incident.work_notes_list	List
28	Attachment	incident.attachments	

Fields Supported in the CustomerCase Entity

	field name	variable	type
1	Number	customerCase.number	String
2	Short description	customerCase.short_description	String
3	Description	customerCase.description	String
4	State	customerCase.state	Integer
5	Additional comments	customerCase.addedComments	Journal Input
6	Close notes	customerCase.close_notes	String

	field name	variable	type
7	Correlation notes	customerCase.correlation_display	String
8	Correlation ID	customerCase.correlation_ID	String
9	Account	customerCase.account	Reference
10	Contact	customerCase.contact	Reference
11	Contact time zone	customerCase.contact_time_zone	Choice
12	Product	customerCase.product	Reference
13	Resolution code	customerCase.resolution_code	String

Fields Supported in the ChangeRequest Entity

	field name	variable	type
1	Number	changeRequest.number	String
2	Short description	changeRequest.short_description	String
3	Description	changeRequest.description	String
4	Additional comments	changeRequest.addedComments	String
5	Assigned to	changeRequest.assigned_to	Reference
6	Requested by	changeRequest.requested_by	Reference
7	Backout plan	changeRequest.backout_plan	String
8	Configuration item	changeRequest.cmdb_ci	Reference
9	Correlation id	changeRequest.correlation_id	Reference
10	Correlation display	changeRequest.correlation_display	Reference
11	Implementation plan	changeRequest.implementation_plan	String
12	Justification	changeRequest.justification	String
13	Risk and Impact analysis	changeRequest.risk_impact_analysis	String
14	State	changeRequest.state	Integer
15	Test plan	changeRequest.test_plan	String
16	Work Notes	changeRequest.work_notes	Journal input

Fields Supported in the Problem Entity

	field name	variable	type
1	Number	problem.number	String

	field name	variable	type
2	Problem statement	problem.short_description	String
3	Description	problem.description	String
4	Additional comments	problem.addedComments	String
5	Assigned to	problem.assigned_to	Reference
6	Opened by	problem.opened_by	
7	Resolved by	problem.resolved_by	Reference
8	Configuration item	problem.cmdb_ci	Reference
9	Correlation id	problem.correlation_id	Reference
10	Correlation display	problem.correlation_display	Reference
11	Work Notes	problem.work_notes	Journal input

Fields Supported in the Request Item(RITM) Entity

	field name	variable	type
1	Parent	requestItem.parent	String
2	Made SLA	requestItem.made_sla	Boolean
3	Watch List	requestItem.watch_list	List
4	Upon reject	requestItem.upon_project	Choice
5	Updated	requestItem.sys_updated_on	Date
6	Approval history	requestItem.approval_history	String
7	Skills	requestItem.skills	Reference
8	Number	requestItem.number	String
9	Updated by	requestItem.sys_updated_by	User
10	Opened by	requestItem.opened_by	Reference
11	User input	requestItem.user_input	String
12	Created	requestItem.sys_created_on	Date
13	Recurring frequency	requestItem.recurring_frequency	Choice
14	System domain	requestItem.sys_domain	Reference
15	Context	requestItem.context	Reference
16	State	requestItem.state	Choice
17	Created by	requestItem.sys_created_by	User

	field name	variable	type
18	Knowledge	requestItem.knowledge	Boolean
19	Order	requestItem.order	String
20	Closed at	requestItem.closed_at	Date
21	Delivery plan	requestItem.delivery_plan	Reference
22	Backordered	requestItem.backordered	Boolean
23	Contract	requestItem.contract	Reference
24	Impact	requestItem.impact	Choice
25	Active	requestItem.active	Boolean
26	Work notes list	requestItem.work_notes_list	List
27	Priority	requestItem.priority	Choice
28	Domain path	requestItem.sys_domain_path	String
29	Expected start	requestItem.expected_start	Date
30	Opened at	requestItem.opened_at	Date
31	Business duration	requestItem.Business_duration	String
32	Group list	requestItem.group_list	List
33	Configuration item	requestItem.configuration_item	Reference
34	Approval set	requestItem.approval_set	Date
35	Work notes	requestItem.work_notes	Journal Input
36	Needs attention	requestItem.needs_attention	Boolean
37	Order guide	requestItem.order_guide	Reference
38	Request	requestItem.request	Reference
39	Short description	requestItem.short_description	String
40	Correlation display	requestItem.correlation_display	String
41	Delivery task	requestItem.delivery_group	Reference
42	Assignment group	requestItem.assignment_group	Reference
43	Additional assignee list	requestItem.additional_assignee_list	List
44	Description	requestItem.description	String
45	Duration	requestItem.calendar_duration	String
46	Close notes	requestItem.close_notes	String

	field name	variable	type
47	Service offering	requestItem.service_offering	Reference
48	Sys class name	requestItem.sys_class_name	String
49	Closed by	requestItem.closed_by	Reference
50	Follow up	requestItem.follow_up	Date
51	Request item id	requestItem.sys_id	requestItem.sys_id
52	Contact type	requestItem.contact_type	Choice
53	Urgency	requestItem.urgency	Choice
54	Company	requestItem.company	Reference
55	Reassignment count	requestItem.reassignment_count	String
56	Activity due	requestItem.activity_due	String
57	Action status	requestItem.activity_status	String
58	Assigned to	requestItem.assigned_to	Reference
59	Comments	requestItem.comments	Journal Input
60	Quantity	requestItem.quantity	String
61	Approval	requestItem.approval	Choice
62	SLA due	requestItem.sla_due	String
63	sys_mod_count	requestItem.sys_mod_count	String
64	Recurring price	requestItem.recurring_price	String
65	Billable	requestItem.billable	Boolean
66	Cat item	requestItem.cat_item	Reference
67	Stage	requestItem.stage	String
68	Escalation	requestItem.escalation	String
69	Upon approval	requestItem.upon_approval	Choice
70	Correlation id	requestItem.correlation_id	String
71	Location	requestItem.location	Reference
72	Estimated delivery	requestItem.estimated_delivery	Date

Fields Supported in the Catalog Task Entity

	field name	variable	type
1	Number	catalogTask.number	String

	field name	variable	type
2	Short description	catalogTask.short_description	String
3	Description	catalogTask.description	String
4	Priority	catalogTask.priority	Choice
5	State	cucatalogTask.state	Integer
6	Request item	cucatalogTask.sys_id	String
7	Requested for		Reference
8	Approval	catalogTask.approval	Choice
9	Assigned to	catalogTask.assigned_to	Reference
10	Configuration item	catalogTask.cmdb_ci	Reference
11	Additional comments	catalogTask.addedComments	String
12	Work Notes	catalogTask.work_notes	Journal input
13	Attachments	catalogTask.attachments	

Fields Supported in Story Entity

With Exalate you can sync all fields available in the Story entity. You can look up the field names within ServiceNow. For more information, please read [How to find out the name of a field in ServiceNow](#).

Fields Supported in Epic Entity

With Exalate you can sync all fields available in the Epic entity. You can look up the field names within ServiceNow. For more information, please read [How to find out the name of a field in ServiceNow](#).

Fields Supported in Scrum Task Entity

With Exalate you can sync all fields available in the Scrum task entity. You can look up the field names within ServiceNow. For more information, please read [How to find out the name of a field in ServiceNow](#).

Fields Supported in Defect Entity

With Exalate you can sync all fields available in the Defect entity. You can look up the field names within ServiceNow. For more information, please read [How to find out the name of a field in ServiceNow](#).

Fields Supported in Enhancement Entity

With Exalate you can sync all fields available in the Enhancement entity. You can look up the field names within ServiceNow. For more information, please read [How to find out the name of a field in ServiceNow](#).

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