

# How to Find Out the Name of a Field in ServiceNow?

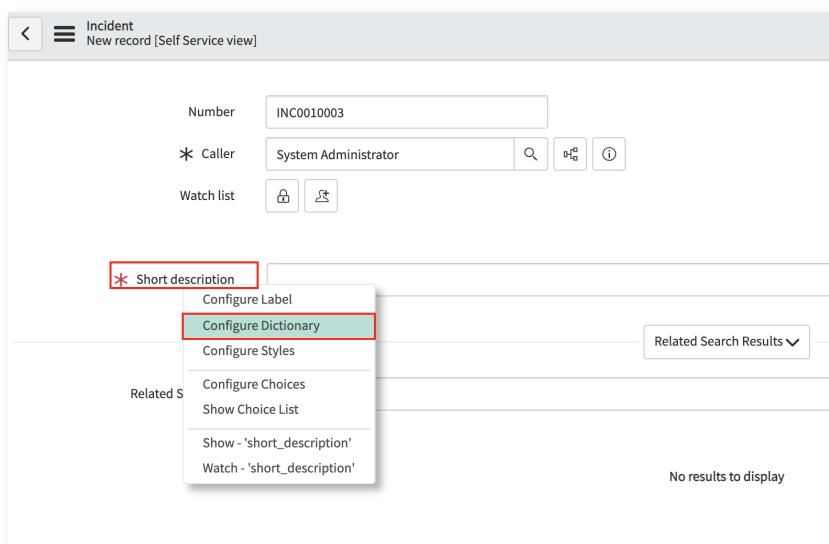
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Fields in ServiceNow have a displayed name, used in the interface, and a column name, used in the database. You need to find out the column name in order to sync fields in ServiceNow.

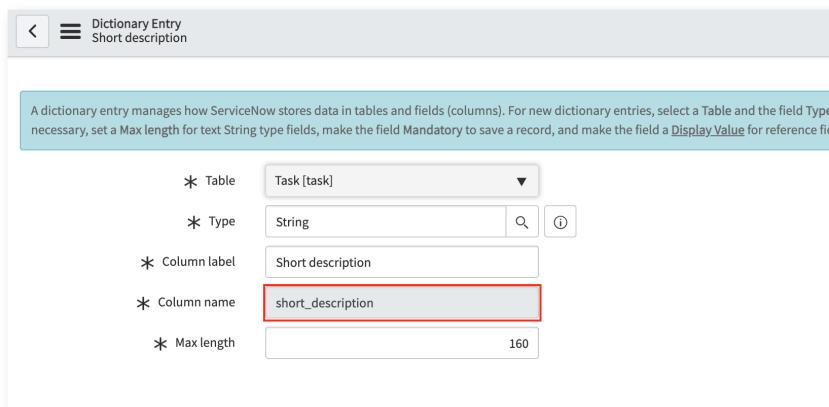
There are two ways to find out the right name of the field you want to sync:

## 1. In the **Dictionary configuration**

1. Access Dictionary configuration with the **right mouse click** on the field you want to sync:



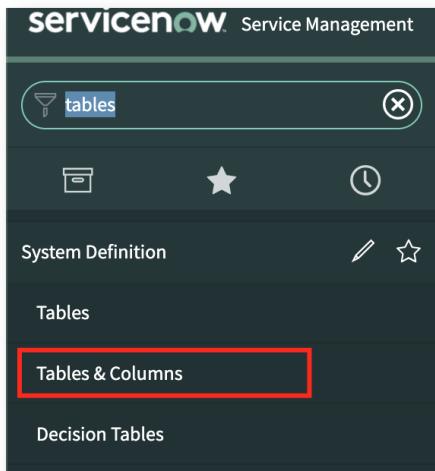
2. Check out the name of the field under the **Column name** label:



## 2. In the **Tables & Columns** configuration

To find out the name of a field within Tables & Columns configuration:

1. Navigate to **System Definition** → **Tables & Columns**.



2. Select a table from the **Table names** list.

Exalate supports various entities on ServiceNow. Check out the full list of entities in [ServiceNow: fields and entities available for synchronization](#).

A screenshot of a list of table names in a ServiceNow interface. The list is titled 'Table Names' and contains the following entries: Impacted Cls [task\_cmdb\_ci\_service], Import Export Map [sys\_impex\_map], Import Log [import\_log], Import Set [sys\_import\_set], Import Set Row [sys\_import\_set\_row], Import Set Row Error [sys\_import\_set\_row\_error], Import Table [sys\_report\_import\_table], Import Table Base [sys\_report\_import\_table\_parent], Import Table Users and Roles [sys\_report\_import\_table\_users\_groups\_roles], Inactivity Monitor [sysrule\_escalate\_am], Inbound Email Actions [sysevent\_in\_email\_action], Incident [incident], Incident Fact Table [incident\_fact\_table], Incident Metric [incident\_metric], Incident SLA [incident\_sla], Incident Task [incident\_task], Incident Time Worked [incident\_time\_worked], Inclusion Endpoint [cmdb\_ci\_endpoint\_inclusion], Index Explanation [sys\_index\_explain], Index Hint Rewrite [sys\_query\_index\_hint], Index Suggestion [sys\_index\_suggestion], Index Suggestion Executions [sys\_index\_suggestion\_exec], and Index Suggestion Rule [sys\_suggestion\_rule]. The entry 'Incident [incident]' is highlighted with a red rectangular box.

3. Select the field you need to find from the **Column Names** list.

Column Names

- Fields (incident)
  - Active
  - Activity due
  - Actual end
  - Actual start
  - Additional
  - assignee list
  - Additional
  - comments
  - Approval
  - Approval history
  - Approval set
  - Assigned to
  - Assignment group
  - Business duration
  - Business resolve time
  - Caller
  - Category
  - Caused by
  - Change

4. Find the **name** parameter in the **Column Attributes** list.

Column Names	Column Attributes
make SLA	choice 0
Notify	display false
Number	dynamic_creation false
On hold reason	element_reference false
Opened	filterable true
Opened by	function_field false
Order	groupable false
Parent	i18n_sortable true
Parent Incident	internal_type string
Priority	label Close notes
Problem	language en
Reassignment	mandatory false
count	matchable true
Reopen count	max_length 4000
Resolution code	multi_text true
Resolution notes	<b>name close_notes</b>
Resolve time	plural Close notes
Resolved	primary false
Resolved by	read_only false
SLA due	reference_floats false
Service	sizeclass -1
Service offering	sortable true
Productivity	spell_check true

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For example, the field with the display name **Resolution notes** has the column name **close\_notes**.

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