

ServiceNow Jira: using the link field of an attribute of type reference to synchronize extra fields

Introduction

You've accomplished the successful integration of ServiceNow and Jira. Let's synchronize the email address of the caller field on ServiceNow.

Use-Case

Within the ServiceNow environment, specific fields hold a wealth of information beyond what's merely displayed on the surface. For instance, take the "caller" field – while it does show the user's name, it's intricately linked to a broader table housing a multitude of additional fields.

Through the utilization of Exalate, we're able to tap into this connected table and effectively synchronize all these supplementary fields. This capability significantly enhances the depth of data exchanged between the two platforms.

To provide you with a more concrete understanding of the process, I've included the specific outgoing sync code block I showcased in the instructional video.

To complement this visual aid, I'll also ensure that you have access to the documentation that guided me through this integration.

Hope you have a great day.

Thank you.

Kind regards,
Mathieu Lepoutre

Outgoing Sync ServiceNow

```
if(entity.tableName == "incident") {
    replica.key          = entity.key
    replica.summary      = entity.short_description
    replica.description  = entity.description
    replica.attachments  = entity.attachments
    replica.comments     = entity.comments
    replica.state        = entity.state

    //email from the caller
    replica.caller_id = entity.caller_id

    replica.caller_email = nodeHelper.getTableByLink(incident.caller_id?.link)?.email
}
```

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