

# ServiceBond for AWS mappings

Fluorine+

## Default Mappings for ServiceNow incidents

AWS Support Center case fields will be e-bonded with and mapped to relevant ServiceNow incident fields in your ServiceBond for AWS integration.

The default field mappings among AWS Support Center cases and ServiceNow incidents are detailed below:

AWS Support Center case field	ServiceNow incident field	Notes
Type	Category	
Category	Subcategory	You will need to request the AWS Category/Subcategory update set from <a href="#">Perspectium Support</a> and commit this update set to your ServiceNow instance in order for the default AWS Support Center field values to be correctly mapped to ServiceNow Subcategory field values.
Correspondence	Comments	
Severity	Priority	ServiceNow <b>critical</b> Priority = AWS Support Center <b>urgent</b> Severity  ServiceNow <b>high</b> Priority = AWS Support Center <b>high</b> Severity  ServiceNow <b>moderate</b> Priority = AWS Support Center <b>normal</b> Severity  ServiceNow <b>low</b> Priority = AWS Support Center <b>low</b> Severity
Correspondence	Attachments	<b>A maximum of 3</b> ServiceNow Attachments can be synced with AWS Support Center Correspondence each time a ServiceNow incident is created or updated
Additional Contacts	Watch List	ServiceNow Watch List values must be in <b>email address</b> format to successfully sync with AWS Support Center Additional Contacts
Subject	Short Description	

## Trying to map your AWS Support Center cases to fields in another app?

Contact [Perspectium Support](#) for a guided setup.

### Similar topics

- [Get started with ServiceBond for AWS](#)
- [Get started with On-demand DataSync](#)

### Contact Perspectium Support



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