

Copy and modify the Incident to Common Incident table map in ServiceNow (multi-app integration)

Fluorine+

ServiceNow table maps handle the transformation of data being shared out of your ServiceNow instance. To ensure that the data being shared out of your ServiceNow instance is transformed correctly before it reaches its destination in Salesforce, you will need to copy the Incident to Common Incident table map, rename it as **Incident to Common Incident (Salesforce)**, and make some changes to the scripts that handle the correlation of data from ServiceNow to Salesforce.

Procedure

To copy and modify for the Incident to Common Incident table map in ServiceNow for your multi-app ServiceBond integration, follow these steps:

1

Access the Incident to Common Incident table map

Log into your ServiceNow instance and navigate to **Perspectium Common Documents > PSP Common Table Maps**. Then, click into the **Incident to Common Incident** table map.

2

Copy the Incident to Common Incident table map

Scroll down to the **Related Links** section and click **Copy table map**. Rename your copied table map to **Incident to Common Incident (Salesforce)**.

3

Update correlation_id and correlation_display field map scripts

Within the Incident to Common Incident (Salesforce) table map, scroll down to the **PSP Table Field Maps** list. Then, update the scripts for the **correlation_id** and **correlation_display** source fields as follows:

Source Field	Source Script
correlation_id	<pre>var pspC = new PerspectiumCorrelation(); var cgr = pspC.getCorrelationRecord(current, '', 'salesforce'); if (cgr.isValidField("u_correlation_id") && !cgr.u_correlation_id.nil()) { answer = cgr.u_correlation_id; } else { answer = ''; }</pre>
correlation_display	<pre>var pspC = new PerspectiumCorrelation(); var cgr = pspC.getCorrelationRecord(current, '', 'salesforce'); if (cgr.isValidField("u_correlation_display") && !cgr.u_correlation_display.nil()) { answer = cgr.u_correlation_display; } else { answer = ''; }</pre>

4

Save the Incident to Common Incident (Salesforce) table map

Click **Update** in the top right-hand corner of the transform map form to save your changes to the Incident to Common Incident (Salesforce) table map.

Next steps

[Modify the Incident to Common Incident \(Jira\) table map in ServiceNow \(multi-app integration\)](#)

Similar topics

- [ServiceBond for AWS mappings](#)
- [ServiceBond for ServiceNow](#)
- [Create Ivanti business rules](#)
- [Create a custom Correlation ID field for Ivanti](#)
- [ServiceBond for Ivanti](#)

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