

Bond your ServiceNow incidents with Salesforce cases and Jira issues (multi-app integration)

Fluorine+

Once your ServiceNow incidents have been properly mapped for bonding with Salesforce cases and Jira issues, you can start creating and updating incidents in ServiceNow and seeing related cases appear in Salesforce and issues appear in Jira. Plus, any new Salesforce cases or Jira issues that you create or update will appear as newly created or updated incidents in your ServiceNow instance.

Procedure

To bond your ServiceNow incidents with Salesforce cases and Jira issues, follow these steps:

1

Access Incidents

Log into your ServiceNow instance and navigate to **Service Desk > Incidents**. Click **New** at the top of the list to create a new incident.

2

Create new incident with Salesforce or Jira assignment group

Click the magnifying glass icon next to **Assignment group** and choose either **Salesforce** or **Jira** from the list of options.

NOTE: The **Assignment group** that you select will trigger either your **Salesforce dynamic share** or **Jira dynamic share** that handles the syncing of data to those applications.

Finally, fill out your remaining ServiceNow incident details and click **Submit** to finish creating your incident.

Similar topics

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

Contact Perspective Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectrum.com