

# Create a ServiceNow dynamic share for Freshservice

Fluorine+

To configure your ServiceNow-Freshservice ServiceBond integration, you will need to create a [dynamic share](#) so that data can be shared out of your ServiceNow instance and into your Freshservice instance. Dynamic shares allow for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a dynamic share for your Freshservice ServiceBond integration will ensure that data that is modified in real time will be shared out from ServiceNow and into your Freshservice instance.

## Prerequisites

⚠ You will first need to [install 3 Perspectium update sets to your ServiceNow instance in the following order](#):

1. Perspectium Core update set
2. Perspectium Common Endpoint update set
3. Perspectium Common Incident update set

You can request download links for these update sets by contacting [Perspectium Support](#).

## Procedure

To create a dynamic share for your ServiceNow-Freshservice ServiceBond integration, follow these steps:

1

Log into your ServiceNow instance and navigate to **Perspectium > Replicator > Shared Queues** or simply type and then select **Shared Queues** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**.

2

In the **Name** field, type **psp.in.siam.client.freshservice**. Then, follow the remaining steps to [create a ServiceNow shared queue](#).

3

Navigate to **Perspectium > Replicator > Dynamic Share** or simply type **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

4

In the **Table Map** dropdown, select **Incident to Common Incident**.

5

Click the **Trigger Conditions** tab. From the **Business Rule When** dropdown, select **before**. Then, follow the remaining steps to [create a ServiceNow dynamic share](#).

**blocked URL NOTE:** ServiceNow-to-Freshservice dynamic shares will be triggered when any incident field is updated in ServiceNow. However, Freshservice-to-ServiceNow dynamic shares will only be triggered when the **category**, **subcategory**, **priority**, **status**, **agent**, **group**, and/or **due date** ticket fields are updated in Freshservice. Custom fields with types **dropdown**, **checkbox**, and/or **dependent** will also trigger Freshservice-to-ServiceNow dynamic shares.

**blocked URL NOTE:** If sharing out records that contain comments, be sure to click **Update** instead of **Post** when adding a comment. Otherwise, the text `_123STREAMEENTRY321_` will be appended to the beginning of your comment(s).

6

Click the **Filter and Enrichment** tab. In the **Before share script** window, add the following script:

```
if (current.correlation_id.isNil() && psp_action != 'insert') {  
    psp_action = 'deferred';  
}  
else if (psp_action == "insert") {  
    var pspA = new PerspectiumAttachment();  
    pspA.sendIndividualAttachments(current, "deferred", "freshservice_sent" , share_gr);  
}
```

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## Next steps

[Create custom ServiceNow outbound table map fields for Freshservice](#)

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## Similar topics

- [Get started with ServiceBond for Freshservice](#)
- [Create custom Freshservice ticket fields](#)
- [Create Freshservice workflows](#)
- [Create Perspectium Inserts ServiceNow workflow](#)
- [Create Perspectium Updates ServiceNow workflow](#)

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## Contact Perspectium Support



**US: 1 888 620 8880**

**UK: 44 208 068 5953**

**[support@perspectium.com](mailto:support@perspectium.com)**