

# Create a ServiceNow dynamic share for Freshdesk

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To configure your ServiceNow-Freshdesk ServiceBond integration, you will need to create a [ServiceNow dynamic share](#) so that data can be shared out of your ServiceNow instance and into your Freshdesk instance. Dynamic shares allow for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a ServiceNow dynamic share for your Freshdesk ServiceBond integration will ensure that data that is modified in real time will be shared out from ServiceNow and into your Freshdesk 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 ServiceNow dynamic share for your Freshdesk 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.freshdesk**. 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-Freshdesk dynamic shares will be triggered when any incident field is updated in ServiceNow. However, Freshdesk-to-ServiceNow dynamic shares will only be triggered when the **category**, **subcategory**, **priority**, **status**, **agent**, **group**, and/or **due date** default ticket fields are updated in Freshdesk. Custom fields with types **dropdown**, **checkbox**, and/or **dependent** will also trigger Freshdesk-to-ServiceNow dynamic shares.

**NOTE:** If sharing out records that contain comments, be sure to click **Update** instead of **Post** when adding a comment. Otherwise, the text `_123STREAMENTRY321_` 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", "freshdesk_sent" , share_gr);  
}
```

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## Next steps

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

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## Similar topics

- [ServiceBond for Freshdesk](#)
- [Get started with ServiceBond for Freshdesk](#)
- [Create Freshdesk Dispatch'r rules](#)
- [Create Perspectium Inserts ServiceNow Dispatch'r rule](#)
- [Create Perspectium Inserts from ServiceNow Dispatch'r rule](#)

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## Contact Perspectium Support



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