

Create custom ServiceNow outbound table map fields for Freshdesk

Fluorine+

After [creating a ServiceNow dynamic share for Freshdesk](#), you will need to create custom fields for the **Incident to Common Incident** [ServiceNow table map](#) under the Table Maps module. ServiceNow outbound table Maps handle how data being shared out of ServiceNow is processed. The custom table map fields to be added for your Freshdesk service integration will ensure that the data sent of your ServiceNow instance is mapped properly to Freshdesk ticket fields.

Prerequisites

 You will first need to [create a ServiceNow dynamic share for Freshdesk](#).

Procedure

To create custom fields for the Incident to Common Incident table map , follow these steps:

1

Log into your ServiceNow instance and navigate to **Perspectium > Control and Configuration > Table Maps** or simply type and then select **Table Maps** in the Filter Navigator on the upper left-hand side of the screen.

2

Search for and then click into the **Incident to Common Incident** table map. You can easily search for this table map by typing **Inci dent to Common Incident** in the search window under the **Name** field.

3

Scroll down to the list of **PSP Table Field Maps**. Then, click **New** to create a new field.

4

Type **CustomCorrelationID** for the **Source Field** and **@CustomCorrelationID** for the **Target Field**. Then, check the **Use Script** box and add the following script in the scripting window:

```
answer = "cf_correlation_id";
```

Finally, click **Submit** to finish creating your custom field.

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Using **Steps #3-4** as a guide, add 3 additional custom fields as indicated below:

| Source Field | Target Field | Script to add |
|-----------------------|------------------------|---|
| CustomUpdatedVia | @CustomUpdatedVia | answer = "cf_updated_via"; |
| CustomUpdatedViaValue | @CustomUpdatedViaValue | answer = "Webservice"; if (!current.comments.nil()) { answer = "Note"; } |
| caller_id.email | caller_email | answer = current.caller_id.email; |

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In the **PSP Table Field Maps** list, search for and click into the **description** field. Then, check the **Use Script** box and add the following script in the scripting window:

```
answer = current.description;
if (answer == "" || answer == null) {
    answer = "None";
}
```

Finally, click **Update** to save your changes to the table map.

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Using **Step #6** as a guide, add 2 additional scripts as indicated below:

| Source Field | Script to add |
|--------------|---|
| priority | <pre>if (current.priority == '1') { answer = '4'; } else if (current.priority == '2') { answer = '3'; } else if (current.priority == '3') { answer = '2'; } else { answer = '1'; }</pre> |
| state | <pre>if (current.state == '2') { //Pending answer = '3'; } else if (current.state == '6') { //Resolved answer = '4'; } else if (current.state == '7') { //Closed answer = '5'; } else { answer = '2'; }</pre> |

[blocked URL](#) **NOTE:** The field mappings for **priority** and **state** are suggestions. The values assigned to **answer** in the script above can be changed to create custom mappings for these fields. Finally, click **Update** to save your changes to the table map.

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In the **PSP Table Field Maps** list, locate and then double-click the `$(TM:psp_attachment;table_sys_id=[GR:sys_id];msp_client_sent;skip_insert)` Source Field to edit the field (This will be the Source Field with **attachments** as the Target Field). Replace the field name with `$(TM:psp_attachment;table_sys_id=[GR:sys_id];freshdesk_sent;skip_insert;limit 1)` click the



icon to save your changes.

Next steps

[Update ServiceNow transform map field scripts for Freshdesk](#)

Similar topics

- [ServiceBond for Freshdesk](#)
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- [Create Freshdesk Dispatch'r rules](#)
- [Create Perspective Inserts ServiceNow Dispatch'r rule](#)
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Contact Perspective Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com