

Update ServiceNow transform map field scripts for Freshdesk

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After [creating a ServiceNow dynamic share for Freshdesk](#) and [creating custom ServiceNow outbound table map fields](#), you will next need to update the scripts for several fields in the **PSP Common Incident to Incident** transform map under the PSP Common Transform Maps module. ServiceNow [transform maps](#) handle the format of data being shared into a ServiceNow instance. Making changes to the scripts for the specified transform map fields will ensure that data shared out of your Freshdesk instance will be mapped correctly to related fields in ServiceNow.

Prerequisites

- ⚠ You will first need to [create a ServiceNow dynamic share for Freshdesk](#).
- ⚠ You will also need to [create custom ServiceNow outbound table map fields](#).

Procedure

To update the scripts for the required fields in the PSP Common Incident to Incident transform map, follow these steps:

1

Log into your ServiceNow instance and navigate to **System Import Sets > Administration > Transform Maps** or simply type and then select **Transform Maps** in the Filter Navigator on the upper left-hand side of the screen.

2

Search for and then click into the **PSP Common Incident to Incident** transform map.

3

Scroll down to the list of **Field Maps**. Then, search for and click into the **u_description** Source field.

4

Check the **Use source script** box. Then, delete the current script in the source script window and replace it with the following script:

```
answer = (function transformEntry(source) {  
    return source.u_description.replace(/<div>|<\div>/g, "");  
})(source);
```

blocked URL NOTE: Tickets created in Freshdesk with no value in the description field will automatically be assigned a description value of "None". To make this description blank when the record is shared to ServiceNow, change the script for **u_description** to the following:

```
answer = (function transformEntry(source) {  
    var text = source.u_description.toString().replace(/<div>|<\div>/g, "");  
    if (text == "None") {  
        return "";  
    }  
    return text;  
})(source);
```

Finally, click **Update** to save your changes.

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Using **Steps #3-4** as a guide, update the scripts for the fields as indicated below:

Source Field	Script to add
u_comments	<pre>answer = (function transformEntry(source) { if (!source.u_comments.nil()) return "[code]" + source.u_comments + "[/code]"; return source.u_comments; })(source);</pre>
u_priority	<pre>answer = (function transformEntry(source) { if (source.u_priority == "1" source.u_priority == "Low") { target.impact = 3; target.urgency = 2; } else if (source.u_priority == "2" source.u_priority == "Medium") { target.impact = 2; target.urgency = 2; } else if (source.u_priority == "3" source.u_priority == "High") { target.impact = 1; target.urgency = 2; } else if (source.u_priority == "4" source.u_priority == "Urgent") { target.impact = 1; target.urgency = 1; } target.impact = 3; target.urgency = 3; })(source);</pre>
u_state	<pre>answer = (function transformEntry(source) { if (source.u_state == "2" source.u_state == "Open") { return "1"; } else if (source.u_state == "3" source.u_state == "Pending") { return "2"; } else if (source.u_state == "4" source.u_state == "Resolved") { return "6"; } else if (source.u_state == "5" source.u_state == "Closed") { return "7"; } return "2"; })(source);</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.

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Click the **Transform Scripts** tab next to Field Maps. Then, click **New**. On the resulting Transform Script form, select **onAfter** from the **When** dropdown, and type **90** in the **Order** field. Finally, add the following script in the scripting window and click **Submit** to save your changes:

```
(function runTransformScript(source, map, log, target /*undefined onStart*/ ) {

    var pspS = new PerspectiumEncryption();
    var pspR = new PerspectiumReplicator();
    var ogr = new GlideRecord("psp_out_message");
    ogr.addQuery("state", "deferred");

    var orQc = ogr.addQuery("u_extra", "CONTAINS", "number=" + source.u_number);
    orQc.addOrCondition("u_attributes", "CONTAINS", target.sys_id);
    ogr.query();
    while (ogr.next()) {
        // update value with correlation id before we send out
        var decodeData = pspS.decryptString(ogr.value);
        decodeData = decodeData.replace("<correlation_id/>", "<correlation_id>" + target.correlation_id + "</correlation_id>");
        decodeData = decodeData.replace("<correlation_display/>", "<correlation_display>" + target.correlation_display + "</correlation_display>");

        if (decodeData.indexOf("</attachments>") > -1) {
            ogr.name = ogr.name.replace("update", "attach");
        }

        ogr.value = pspS.encryptStringWithCipher(decodeData, "3");
        ogr.u_extra = "";
        ogr.state = "ready";
        ogr.update();
    }
})(source, map, log, target);
```

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7. Click **New** to create another Transform Script. On the resulting Transform Script form, select **onAfter** from the **When** dropdown, and type **100** in the **Order** field. Finally, add the following script in the scripting window and click **Submit** to save your changes:

```
(function runTransformScript(source, map, log, target /*undefined onStart*/ ) {
    if (!source.u_correlation_id.isNil()) {
        return;
    }

    var pspR = new PerspectiumReplicator();
    var ds = new GlideRecord("psp_replicate_conf");
    ds.addQuery("u_target_queue.u_name", "psp.in.siam.client.freshdesk");
    ds.addQuery("active", "true");
    ds.addQuery("sync_direction", "share");
    ds.query();
    if (!ds.next()) {
        return;
    }

    var gr = new GlideRecord("incident");
    gr.addQuery("sys_id", target.sys_id);
    gr.query();
    if (gr.next()) {
        pspR.shareRecord(gr, "incident", "update", ds.sys_id);
    }
})(source, map, log, target);
```

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Click into the existing onAfter Transform Script **with an Order of 110**. Within the code, search for **msp_client_incident_sent**. Replace this text with **freshdesk_sent**. Finally, click **Update** at the bottom right-hand corner of the screen to save your changes to this script.

Next steps

[Add attachment.uploaded script action for Freshdesk](#)

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