

ServiceNow work notes and comments

Fluorine+

Work notes and **comments** in ServiceNow are referred to as **journal fields**. For both [dynamic shares](#) and [bulk shares](#), options are available to **Include journal fields** and **Include audit log** with your shares.

You will need to select both the **Include journal fields** and **Include audit log** options to accurately update the history/activity log on your subscribing ServiceNow instance. Additionally, you will need to subscribe to both the **sys_journal_field** and **sys_audit tables** on your subscribing ServiceNow instance to receive all work notes and comments fields for your shared records.

NOTE: As a default, when **Include journal fields** is selected for a dynamic share, a maximum of 100 comments and work notes records and a maximum of 200 audit log records will be dynamic shared. This limit can be adjusted by changing the system property **com.perspectium.dynamic.sys_journal_field.limit**. Bulk sharing of comments, work notes, and audit logs are not restricted by these limits.

For more information about work notes and comments in ServiceNow, see [journal fields](#) and [audit logging](#).

Prerequisites

⚠ First, you will need to [create a dynamic share](#) or [create a bulk share](#).

⚠ You will also need to [configure a ServiceNow instance as a subscriber](#).

Sync work notes and comments

To sync your work notes and comments with another ServiceNow instance, follow these steps:

1

Log into your sharing ServiceNow instance and navigate to **Perspectium > Replicator > Dynamic Share** or **Perspectium > Replicator > Bulk Share**.

2

Click into the dynamic share or bulk share that you want to include work notes and comments for.

3

Scroll down to the **Additional Settings** tab and check the **Include journal fields** and **Include audit log boxes**.

4

In the bottom left-hand corner of the form, click **Update** to save your changes.

dynamic share

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Perspectium

▼ Replicator

Dynamic Share

Dynamic Share Rules Dashboard

Reset Dynamic Share Rules

Service Management

System Administrator

Replicator Configuration - Ready to Run dev25058_default_shares_agent [Shared view*]

Update

Run a Bulk Share

Name

Ready to Run dev25058_default_s

Direction

Share

* Table

Incident [incident]

Shared Records

Group Share

Encryption Method

TripleDES

Active

☐

Advanced

☐

Test With

Trigger Conditions

Additional Settings

Filter and Enrichment

Scheduled Sync Up

Notes

Business Rule

Include journal fields

☒

Share Historical

☐

Include audit log

☒

Conditional Share

☐

Include attachments

☐

Table map

Include embedded images/videos

☐

View name

Include referenced field records

☐

* Target queue

psp.out.replicator.dev25058

Receipt alert notification

☐

Update

Run a Bulk Share

Test Record

Delete

Check to share work notes and comments

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