

Create a ServiceNow dynamic share using Flow

Gold

Choosing **Flow Designer** for [dynamic shares](#) makes use of ServiceNow's [Flow Designer](#) to create a flow that will send records out of your ServiceNow instance as they are created and/or updated.

Because business rules may not always trigger when records are created and/or updated (due to changes done utilizing a script where [setWorkflow](#) is set to false to disable running business rules), this option is an alternative to ensure these changes are captured and shared out of your instance.

For more information, see [ServiceNow Flow Designer](#) and [setWorkflow](#).

NOTE:

- Because of how flows and business rules are created in ServiceNow, dynamic shares created with **Flow Designer** cannot be changed to a dynamic share created with a **business rule** (and vice versa). You will have to delete the dynamic share and create a new one if you want to change the dynamic share from one approach to the other.
- Also because of the many tables used by ServiceNow to build the [Flow Designer](#) engine, records will be inserted/updated in the following tables when a flow is created/updated and the **first time** each flow is triggered:

```
sys_hub_action_input
sys_hub_action_output
sys_hub_action_type_snapshot
sys_hub_flow
sys_hub_flow_block
sys_hub_flow_input
sys_hub_flow_snapshot
sys_hub_step_ext_input
sys_hub_step_ext_output
sys_documentation
```

NOTE: To ensure that the tables listed only grow to reasonable size, use ServiceNow's table rotation on the tables listed above. See [ServiceNow Table Rotation](#) on how to apply table rotation in your ServiceNow instance.

This will result in [text_index](#) events being created for these tables for updates by **Flow Designer**. Note that if you are running flows in a domain-separated instance with versions of [New York](#) or earlier, it may [create these records](#) in each domain. This issue has been resolved as of [Orlando](#). The approximate updates are as follows:

Action	Number of Inserts/Updates
Dynamic share creates flows for insert and update	28
Insert flow is triggered for the first time	9
Update flow is triggered for the first time	12
Delete a dynamic share	1 (sys_metadata_delete)

NOTE: Once the dynamic share is created using **Flow Designer**, every field, except **Active**, will be read-only. You can only use the **Active** field to enable or disable the flow created with this dynamic share to ensure replication.

Prerequisites

! You will need to [install DataSync for ServiceNow](#) and [run the Perspective Finish Install scripts](#).

! You will need to [set your initial Perspective & Replicator properties](#).

! You will also need to [create a shared queue](#).

! (Optional) You have [user access to Flow Designer](#) in your ServiceNow instance. This will allow you to troubleshoot any issues creating flows but is not required as flows can be created as long as you have access to the Perspective application and dynamic shares.

Setup a dynamic share using Flow

To dynamic share data with the Using Flow option, follow these steps:

1

Navigate to Dynamic

In ServiceNow's left side navigation window, navigate to **Perspectium > Replicator > Dynamic Share** or simply type and then click on **Dynamic Share**.

2

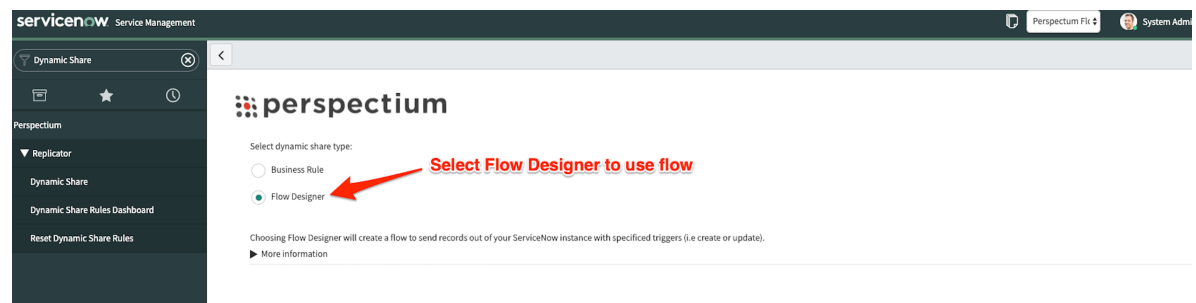
Click New

At the top of the form next to Replicator Configurations, click the **New** button.

3

Choose Dynamic Share Type

Select **Flow Designer** and click the **Submit** button.



4

Type a dynamic share name

In the **Name** field, type any name for your dynamic share.

5

Choose a table to dynamic share

Click the dropdown next to **Table**. Then, search for and choose the table or [database view](#) whose data you want to dynamic share out of your ServiceNow instance.

NOTE: Flows can be run against any table or [database view](#) like business rules created globally. However, in ServiceNow's [Orlando](#) release, SLA Task has its own [application trigger](#). You cannot create a dynamic share using **SLA Task Application Trigger**. You can still select **task_sla** in the dynamic share's table field. The flow designer record for SLA Task will not be accessible, however, the dynamic share will still apply.

6

Make your dynamic share active

Check the **Active** box to activate your dynamic share and start sharing out record data dynamically.

7

Choose an encryption method

Choose a method to encrypt the data that will be shared out from the **Encryption Method** dropdown. Cipher options include:

Encryption Method	Dynamic shared data will...
TripleDES	be encrypted with Triple DES.
AES128	be encrypted with AES-128.

AES256	be encrypted with AES-256. NOTE: To ensure AES-256 encryption for your data, you will need to create an encryption and decryption key with at least 32 characters in the PSP Properties module.
Base64 Encode Only	have Base64 encoding only.
Unencrypted	not be encrypted.

8

Choose your trigger conditions


Scroll down to the **Trigger Conditions** tab and check any or all of the following boxes:

Action	Record data will be shared out of your ServiceNow instance when...
Create	new records are created.
Update	record data is changed.

NOTE: Flow does not support **delete**. This is a platform limitation where Flow Designer only works on inserts and updates. To capture delete actions, you will need to [create a dynamic share using business rule](#) for delete, and have a separate dynamic share using flow for insert and/or update. If you choose to create a dynamic share for **deletes**, you may want to enable the [Use Audit Delete Listener](#) feature.

9

Choose a target queue

Click the **Additional Settings** tab and then click the  icon next to the **Target queue** field. In the Queues popup, choose the shared queue that you want to dynamic share your record data to.

10

Select other options

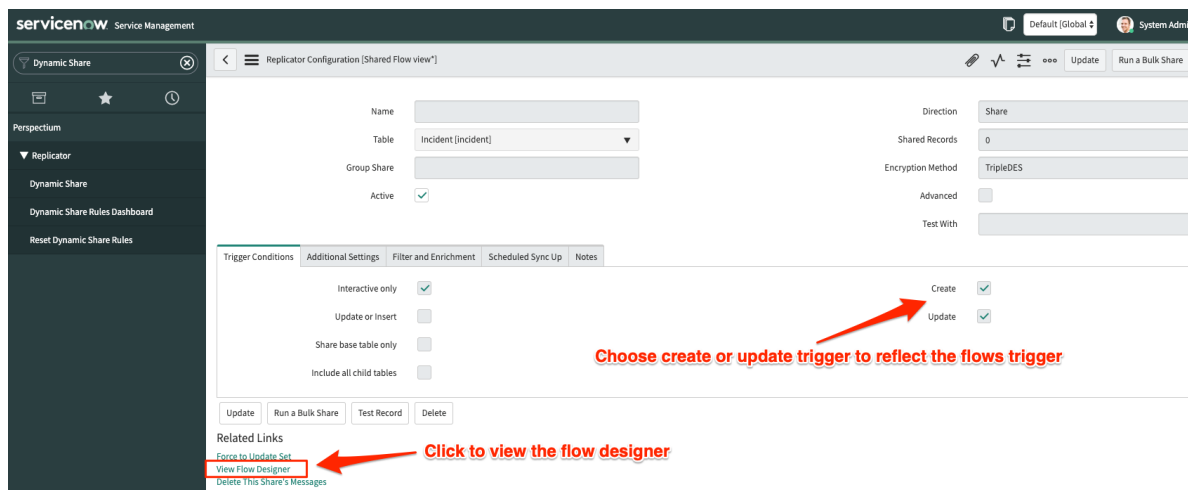
Additionally, dynamic share provides other options that can enhance sharing your record. [Share base table records only](#), [interactive only](#), and much more.

NOTE: [Scheduled sync up](#) can be enabled with flow. However, this option is primarily used for capturing dynamic record **updates** and **creates** that may have been missed due to business rules being bypassed programmatically (e.g., via setWorkflow ('false')); or automation that does not trigger business rules, which flow handles.

11

Click Submit

Click the **Submit** button at the bottom of the form to save the configurations for your dynamic share.



The screenshot shows the 'Replicator Configuration [Shared Flow view]' page in ServiceNow. The 'Trigger Conditions' tab is active, displaying checkboxes for 'Interactive only', 'Update or Insert', 'Share base table only', and 'Include all child tables'. The 'Create' and 'Update' checkboxes are checked. A red arrow points to the 'View Flow Designer' link in the 'Related Links' section. Another red arrow points to the 'Create' and 'Update' checkboxes with the text 'Choose create or update trigger to reflect the flows trigger'.

⚠ WARNING: Editing the flow in the **Flow Designer** will not reflect on the dynamic share. Doing otherwise may cause some of the records to not replicate correctly.

Calling the **Flow Designer** as a **Sub-Flow** may also cause some of the records to not replicate correctly.

📘 NOTE:

- Flows can be created in the global application space like business rules.
- Flows performance is like running business rules async in the background, so the performance is similar to that which is better than standard business rules that block when the business rule is set to run before or after.

Known Issues

- Group share will only create dynamic share with a business rule approach, choosing flow is not yet an option for group share.
- The information message states a **delete** action for the flow approach. Flow designer DOES NOT support deletes.

Similar topics

- [Create a ServiceNow dynamic share](#)
- [Configure business rule timing and order](#)
- [Share only updated fields](#)
- [Interactive only](#)
- [Share base table records only](#)

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