Interactive only

The **Interactive only** feature for dynamic shares is checked by default to indicate that data will be shared out only when interactive actions are performed (e.g., a user comments on or resolves an incident). Data will not be dynamic shared when non-interactive actions occur (e.g., a ServiceNow job closes resolved incidents after 7 days or an email engine creates records).

The interactive only feature makes use of ServiceNow's interactive check to determine if a session is a user session or not. For more information, see GlideSession - isInteractive().

> If you are using Service Gateway and set **Interactive only** off, you will need to add the following script in **Before share script** to prevent record duplicates.
>
> ```
> if(!current.correlation_id.isNil())
>         psp_action = "update";
> ```

Prerequisites

⚠️ First, you will need to create a dynamic share.

Dynamic share on non-interactive updates

To dynamic share data on non-interactive updates, follow these steps:

1 Log into your sharing ServiceNow instance and navigate to **Perspectium** > **Replicator** > **Dynamic Share**.
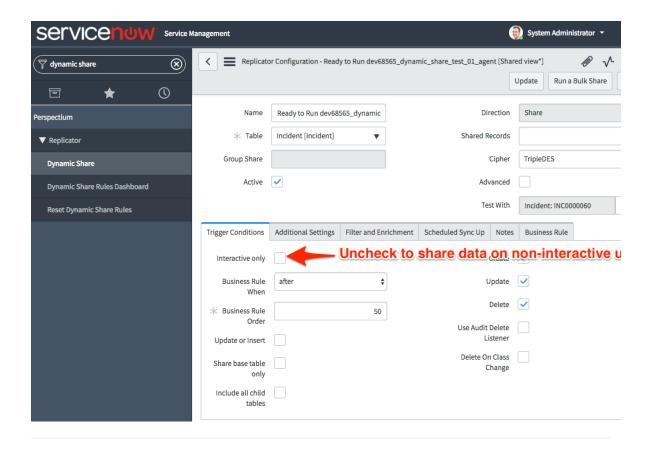
2 Click the name of the dynamic share that you want to enable sharing on non-interactive updates for.

3 Under the **Trigger Conditions** tab, uncheck the **Interactive only** box to start dynamic sharing records when non-interactive updates occur.

4 In the upper right-hand corner of the form, click **Update** to save your changes.

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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