

Interactive only

Gold

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.

dynamic share

Perspectium

▼ Replicator

Dynamic Share

Dynamic Share Rules Dashboard

Reset Dynamic Share Rules

Replicator Configuration - Ready to Run dev68565_dynamic_share_test_01_agent [Shared view*]

Update

Run a Bulk Share

Name

Ready to Run dev68565_dynamic

Direction

Share

* Table

Incident [Incident]

Shared Records

Group Share

Cipher

TripleDES

Active

☒

Advanced

☐

Test With

Incident: INC0000060

Trigger Conditions

Additional Settings

Filter and Enrichment

Scheduled Sync Up

Notes

Business Rule

Interactive only

☐

Business Rule

When

after

* Business Rule

Order

50

Update or Insert

☐

Share base table only

☐

Include all child tables

☐

Update

☒

Delete

☒

Use Audit Delete Listener

☐

Delete On Class Change

☐

Uncheck to share data on non-interactive u

Similar topics

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

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com