Create a ServiceNow dynamic share for Autotask

To configure your ServiceNow-Autotask ServiceBond integration, you will need to create a ServiceNow dynamic share so that data can be shared out of your ServiceNow instance and into Autotask Service Manager. Dynamic shares allow for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a dynamic share for your Autotask ServiceBond integration will ensure that data that is modified in real time will be shared out from ServiceNow and into Autotask.

Prerequisites

⚠️ You will first need to install 3 Perspectium update sets to your ServiceNow instance **in the following order**:

1. Perspectium Core update set

2. Perspectium Common Endpoint update set

3. Perspectium Common Incident update set

You can request download links for these update sets by contacting Perspectium Support.

Procedure

To create a dynamic share for your ServiceNow-Autotask ServiceBond integration, follow these steps:

(1) **Create a ServiceNow shared queue for Autotask**

Log into your ServiceNow instance and navigate to **Perspectium** > **DataSync** > **Shared Queues** or simply type and then select **Share d Queues** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**. In the **Name** field, type **psp.in.meshlet. autotask**. Finally, follow the remaining steps to create a ServiceNow shared queue.

(2) **Navigate to Dynamic Share**

Navigate to **Perspectium** > **DataSync** > **Dynamic Share** or simply type **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

(3) **Choose the Incident to Common Incident table map**

In the **Table Map** dropdown, select **Incident to Common Incident**.

(4) **Configure other dynamic share settings**

From the **Table** dropdown, choose **Incident**, and from the **Encryption Method** dropdown, choose **Base64 Encode only**. Then, click the **Trigger Conditions** tab. From the **Business Rule When** dropdown, select **before** and type **50** as the **Business Rule Order**. Finally, choose **psp.in.meshlet.autotask** as the Target Queue.

(5) **Save your dynamic share**

Follow any remaining steps to create a ServiceNow dynamic share and click **Submit** to save your settings.

Next steps

Create a ServiceNow subscribed queue for Autotask