

Edit ServiceNow outbound table map fields for Autotask

Table maps handle how data being shared out of ServiceNow is processed. Your outbound table map for Autotask is the Incident to Common Incident table map, which will require some field changes to ensure that data is mapped correctly when sent from ServiceNow to Autotask.

Prerequisites

- ⚠ First, you will need to [create a ServiceNow dynamic share for Autotask](#).
- ⚠ You will also need to [create a ServiceNow subscribed queue for Autotask](#).

Procedure

To edit the outbound table map fields for Autotask, follow these steps:


1

Access the Incident to Common Incident outbound table map

Log into your ServiceNow instance and navigate to **Perspectium > Control and Configuration > Table Maps** or simply type and then select **Table Maps** in the Filter Navigator on the upper left-hand side of the screen. Then, search for and then click into the **Incident to Common Incident** table map. You can easily search for this table map by typing **Incident to Common Incident** in the search window under the **Name** field.

2


Edit the attachment Source Field

Scroll down to the list of **PSP Table Field Maps**. Locate and then double-click the `${TM:psp_attachment;table_sys_id=${GR:sys_id};msp_client_sent;skip_insert}` Source Field to edit the field (This will be the Source Field with **attachments** as the Target Field). Replace the field name with `${TM:psp_attachment;table_sys_id=${GR:sys_id};autotask_sent;limit 1}` click the  icon to save your changes. Alternatively, you can click into the field name and change the **Source Field** value to `${TM:psp_attachment;table_sys_id=${GR:sys_id};autotask_sent;limit 1}` and then click **Update** to save your changes.

3

Add scripts for additional table map fields

Using **Step #3** as a guide, click into and then add **Source Scripts** for the table map fields per the information in the table shown below.

Table Map Source Field	Script to add	 NOTE: Field values will be reflected in Autotask in...
contact_type	answer = '2';	Source
company	answer = "174";	AccountId
category	answer = 'Capacity';	Category
state	if(current.state == "6") answer = "5"; else answer = "1";	Status
priority	answer = '3';	Priority
assignment_group	answer = 'Service Desk';	Team
issue_type	answer = '10';	IssueType
sub_issue_type	answer = '132';	SubIssueType

Next steps

[Add and edit ServiceNow transform map scripts for Autotask](#)