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	ℹ️ <u>NOTE</u>: 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