Create a ServiceNow dynamic share

Prerequisites

1 First, you will need to create a ServiceNow subscribed queue and shared queue for JSD.

Procedure

To modify your ServiceNow dynamic shares for JSD to enable a ServiceBond integration, follow these steps:



Access your ServiceNow dynamic shares

Log into your ServiceNow instance and navigate to **Perspectium** > **DataSync** > **Dynamic Shares**. Then, click **New** to create a dynamic share that you want to use to enable your JSD integration.



Configure triggers and business rule timing

Choose a table for the dynamic share and then check active. Scroll down to the **Trigger Conditions** tab. Ensure that **Interactive only** is checked. Then, from the **Business Rule When** dropdown, choose **before**.

Finally, select the conditions you want the dynamic share to trigger on. ServiceBond for JSD allows both Create and Update.



Configure table map and other options

Choose the table map and target (shared) queue that you created for JSD. Choose any other options you want on the dynamic share.

NOTE: You should not check Include attachments or Include journal fields to enable sharing of attachments or comments. These options are meant for DataSync users only.



Save your ServiceNow dynamic share for JSD

Once you are done, click **Update** at the bottom left-hand corner of the dynamic share form to save your changes to each ServiceNow dynamic share for JSD that will be part of your ServiceBond integration.