

Create a ServiceNow dynamic share

Prerequisites

⚠ 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:

1

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.

2

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**.

3

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.

4

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.
