

Common User

The **Common User** document is an XML schema that contains default fields for mapping user form values from one system to another. The common user format mirrors what one would see in an ITIL view of a Task form with related lists expressed in embedded XML form.

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Common User Sample

A sample **Common User** looks like this:

```
<common_user>
  <accumulated_roles/>
  <active/>
  <building/>
  <calendar_integration/>
  <city/>
  <company/>
  <cost_center/>
  <country/>
  <date_format/>
  <default_perspective/>
  <delegates>
    <delegate>
      <approvals/>
      <assignments/>
      <delegate/>
      <ends/>
      <invitations/>
      <notifications/>
      <starts/>
    </delegate>
  </delegates>
  <department/>
  <email/>
  <employee_number/>
  <enable_multifactor_authn/>
  <failed_attempts/>
  <first_name/>
  <gender/>
  <groups>
    <group/>
  </groups>
  <home_phone/>
  <internal_integration_user/>
  <introduction/>
  <last_login/>
  <last_login_time/>
  <last_name/>
  <ldap_server/>
  <location/>
  <locked_out/>
  <manager/>
  <manage_subscriptions>
    <manage_subscription>
      <license/>
      <source/>
      <sys_created_by/>
      <sys_created_on/>
    </manage_subscription>
  </manage_subscriptions>
  <middle_name/>
  <mobile_phone/>
  <name/>
  <notification/>
  <password_needs_reset/>
```

```

<phone/>
<preferred_language/>
<roles>
    <role>
        <inherited/>
        <inh_count/>
        <role/>
        <state/>
    </role>
</roles>
<roles_list/>
<schedule/>
<source/>
<state/>
<street/>
<sys_class_name/>
<sys_created_by/>
<sys_created_on/>
<sys_domain/>
<sys_id/>
<sys_updated_by/>
<sys_updated_on/>
<time_format/>
<time_zone/>
<title/>
<user_name/>
<user_password/>
<vip/>
<web_service_access_only/>
<zip/>
</common_user>

```

Embedded records

Embedded records are fields in the Common User document that cannot be mapped by singular values. Instead, they are entirely different records included inside the Common User document to be created on the subscribing system.

The following are examples of the embedded records in Common User:

Delegate Embedded Record

The **delegate** field in the Common User is an embedded record that, when populated, will create a new delegate on the system receiving the Common User.

Table Map Source Field	Definition
approvals	Items that are approved
assignments	Tasks that are assigned to the user
delegate	Unique record identifier of the user that will delegate the assignments or approvals
ends	Time delegating the assignments or approvals ended
invitations	Enables the user to receive a copy of email notifications for meeting invitations
notifications	Enables the user to receive a copy of email notifications
starts	Time delegating the assignments or approvals started

Group Embedded Record

The **group** field in the Common User is an embedded record that, when populated, will create a new group on the system receiving the Common User.

Table Map Source Field	Definition
group	Unique record identifier of the group the user belongs to

Manage Subscription Embedded Record

The **manage_subscription** field in the Common User is an embedded record that, when populated, will create a new manage subscription on the system receiving the Common User.

Table Map Source Field	Definition
license	Subscription license
source	Unique record identifier of the subscribed record
sys_created_by	Name of the user that created the subscription
sys_created_on	Date the record was created on

Role Embedded Record

The **role** field in the Common User is an embedded record that, when populated, will create a new role on the system receiving the Common User.

Table Map Source Field	Definition
inherited	Indicates if role is inherited
inh_count	Amount of times role is inherited
role	Role of the user
state	State of the users role