

ServiceNow Table Maps

ServiceNow table maps are used to map and/or transform outbound ServiceNow field data for the record being dynamic shared or bulk shared. If the field names of the record being shared out from ServiceNow need to be modified, or if the value of one or more fields needs to be transformed, you can create an outbound table map to modify the fields for your integration.

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Go to **Perspectium > Control and Configuration > Table Maps** to access.

Outbound table maps

Outbound table maps are used to map and/or transform the outbound ServiceNow field data for the replicated records. You should use Outbound table maps if the field names of the replicated record from ServiceNow need to be modified, or if the value of one or more fields needs to be transformed. Once the Outbound table map is configured, it can be assigned to a [dynamic share](#) or [bulk share](#) by selecting it in the **Table Map** field on corresponding forms.

Outbound table maps are utilized and packaged per integration. See [ServiceBond](#) for all the different Perspectium supported applications that uses Outbound table maps.

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Inbound table maps

Inbound table maps direct messages to an import set table where a ServiceNow transform map will do the processing. These configurations are used to map inbound replication messages to a ServiceNow table based on the **Topic** and **Type** specified in the message. For example, a record coming in with the **topic=siam** and the **type=common_incident** will be mapped to the **u_psp_common_incident** import set table. The corresponding transform map will then process the message appropriately.

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Create a ServiceNow table map

1. In your ServiceNow instance, go to **Perspectium > Control and Configuration > Table Maps**.
2. Click **New**.
3. Select the table map direction (Outbound or Inbound) from the **Direction** dropdown. The fields available will change depending on whether you choose Outbound or Inbound.
4. Complete the required fields:
 - Enter a **Name**
 - (For Outbound table maps only) Select the table you want to create table map for from the **Source table** dropdown
 - (For Outbound table maps only) Enter the name of the target table in the **Target Table Name** field (e.g. incident)
 - (For Inbound table maps only) Select the target table from the **Target Table** dropdown
5. Click **Submit**.

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Add a table map to your ServiceNow dynamic share or bulk share

ServiceNow table maps are typically used in [Perspectium Service Gateway integrations](#) to handle the mapping of fields in certain ServiceNow tables as data is shared out of your instance. You can include a table map as part of your ServiceNow dynamic share or bulk share to help with field mappings and data transformation.



Notes:

- When using a table map with a **dynamic share**, the dynamic share will trigger based on trigger conditions (i.e. create, update or filter conditions). So this may result in a dynamic share being triggered when a particular field is updated that is not in the table map. As a result, the table mapped record shared out may not have any updated content since all the fields mapped have not changed. To avoid this scenario, use the [Share or ignore on specified field updates](#) option.
- If a table map is set, records with an attachment or message size greater than 5 MB will not be shared out due to ServiceNow platform limitations with how large one particular record can be.

Prerequisites:

- [Commit a Perspectium update set](#) containing table maps to your ServiceNow instance.
- [Create a ServiceNow dynamic share](#) or [bulk share](#).

Instructions:

1. In your sharing ServiceNow instance, go to **Perspectium > Perspectium Core > Shares > Dynamic Share** or **Perspectium > Perspectium Core > Shares > Bulk Share**.
2. Click **View Dynamic Shares** or **View Bulk Shares**.
3. From the available shares, click on the one that you want to add a table map for.
4. In the **Data Enrichment** tab, click the search icon next to **Table map**.
5. From the resulting list, select the table map you want to add.
6. Click **Update** (top right).

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Next, [explore some optional configurations for ServiceNow table maps](#).