



Brazil Service Exchange

Last updated: 10/08/2026

Some examples and graphics depicted herein are provided for illustration only. No real association or connection to ServiceNow products or services is intended or should be inferred.

ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Please read the ServiceNow Website Terms of Use at www.servicenow.com/terms-of-use.html

Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

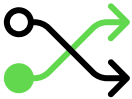
Table of Contents

Service Exchange.....	4
Explore.....	5
Mismatched version support.....	9
Configuring revisions.....	10
Remote catalogs.....	10
Proactive cases.....	12
Provider tasks.....	12
Remote tasks.....	12
Journal field frameworks.....	15
Foundation data sync.....	16
Magic links.....	19
Flow action.....	19
Service Exchange Center.....	20
Automatic mitigation for connection issues.....	29
AI in Service Exchange.....	32
Service Exchange for Providers.....	36
Configure for providers.....	37
Use for providers.....	80
Service Exchange for Consumers.....	90
Configure for consumers.....	90
Use for consumers.....	114
Agentic workflows in Now Assist for Service Exchange.....	117
Service Exchange Knowledge Assistant.....	118
Integrate.....	119
Reference.....	119
Components installed for providers.....	119
Components installed for consumers.....	131
Data model.....	137
Domain separation.....	142
Error log.....	143
Preservers and exclusions tables.....	145
List of scan checks.....	149
Automatic mitigations for known errors.....	157
Glossary.....	158
Consumer criteria new record form.....	162
Catalog client script new record form.....	163
Known error code form.....	163

Service Exchange

ServiceNow® Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that makes it easy to collaborate and process requests while giving users the convenience of working in their own ServiceNow instance.

Get started

<p>Explore</p>  <p>Learn about the benefits of Service Exchange and how it is used.</p>	<p>Configure for providers</p>  <p>Learn how to install and configure Service Exchange for providers.</p>	<p>Configure for consumers</p>  <p>Learn how to install and configure Service Exchange for consumers.</p>
<p>Integrate</p>  <p>Extend Service Exchange capabilities by integrating with other applications.</p>	<p>Create remote record producers</p>  <p>Offer catalog items to a consumer using remote catalog.</p>	<p>Configure outbound FDS for providers</p>  <p>Configure outbound foundation data sync (FDS) settings for provider instances.</p>
<p>Configure outbound FDS for consumers</p>  <p>Configure outbound foundation data sync settings (FDS) for consumer instances.</p>	<p>Create remote task definitions</p>  <p>Create remote task definitions to define the task types that can be shared across connected instances.</p>	<p>Service Exchange data model</p>  <p>Explore the tables and access control rights used in the Service Exchange data model.</p>

<p>Reference</p>  <p>Get additional details about Service Exchange, including data model, error log, and cloning instances.</p>	<p>Automate</p>  <p>Use generative AI skills and agentic workflows to automate Service Exchange connections</p>	
--	--	--

Additional resources

- Learn more about what's new and changed, see the <https://www.servicenow.com/docs/access?context=service-exchange-rn&version=brazil&pubname=brazil-release-notes&ft:locale=en-US>.
- Review the multiple TM Forum (TMF) Open APIs supported for the product, see [TMF APIs for TMT](#).
- Access real-time courses, self-paced training, and career resources at [ServiceNow University](#).
- Get step-by-step guidance to help with your ServiceNow® implementations, upgrades, and more, see [Best Practices](#).
- Connect with other Service Exchange users at [Now Community](#).
- Find useful resources related to your role and explore general guidelines at the [ServiceNow Impact](#).
- View KB articles at [Service Exchange Knowledge Base](#).
- Access Service Exchange product page from [Service Exchange product](#).

Exploring Service Exchange

Service Exchange helps providers, consumers, and partners connect their ServiceNow instances to build secure business workflows across the ServiceNow ecosystem.

Service Exchange overview

Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that makes it easy to collaborate and process requests while giving users the convenience of working in their own ServiceNow instance.

Watch this short video for an introduction to the Service Exchange application.

https://player.vimeo.com/video/973114049?badge=0&autoplay=0&player_id=0&app_id=58479

Service Exchange has two components or applications:

- **Provider application:** An application that enables the service provider to deliver a streamlined and comprehensive solution for managing their service offerings.
- **Consumer application:** An application that enables consumers to interact and collaborate with service providers.

Service Exchange workflow

Service Exchange enables providers to integrate their ServiceNow instances with their customers and partners seamlessly.

1. Service Exchange establishes the connection

The provider initiates a registration task using Service Exchange to establish a secure, bi-directional connection between multiple instances to enable better collaboration. All necessary instances such as enterprise or partner instances are connected using Service Exchange.

2. Enterprise initiates a request

The workflow begins with the enterprise, also known as the consumer, accessing catalog items that have been published by the provider. These catalog items are integrated into the enterprise's ServiceNow instance. The enterprise user submits a request for one of these items and a task is created in the consumer instance. This task is then synchronized with the provider's instance, enabling the provider to fulfill the request while the consumer retains visibility into its progress.

3. Provider executes and manages services

After the connection between the provider and consumer is established, the provider takes charge of delivering and managing the requested services that involves setting up remote tasks. These are mirrored between the provider and consumer instances to support collaborative work. In addition, provider tasks are created to give the consumer visibility into the progress of the request, although the consumer doesn't participate in fulfilling these tasks. The provider can also initiate proactive cases, which automatically generate provider tasks in the consumer's instance when specific alerts or conditions are met, enabling timely communication and action.

4. Partner supports fulfillment

The provider can delegate specific tasks to its fulfillment partners. These partners operate within the same Service Exchange infrastructure and receive tasks that are tracked and updated in real-time. This mechanism promotes transparency and continuity across all parties involved in the service delivery process.

Service Exchange promotes real-time collaboration by keeping all connected instances updated with the latest changes, comments, and status updates. These updates are synchronized based on the configured settings, enabling both providers and consumers to stay aligned throughout the service process. This continuous flow of information improves collaboration, enhances transparency, and maintains a secure exchange of data between ServiceNow instances.

Service Exchange benefits

Feature	Benefit
Mismatched versions	Run provider and consumer instances on different platform releases and application versions without disrupting the active entitlements or processes.
Configuration revisions	Edit or create revisions of entitlements such as remote tasks, remote catalogs, with updated functionality, and deploy them to consumers.
Remote catalog	Keep the development of shared catalogs and the workflows/integrations in the provider instance. Share them with consumers as simple record producers that generate integrated requests in the provider instance.
Proactive cases	Collaborate and foster transparency with your customers by sending Provider Tasks to the consumer instance.
Provider task	Send case alerts proactively from the provider task table to connected consumers without additional setup or configuration to promote transparency and collaboration.
Remote task	Use remote task as a sustainable alternative to custom eBonding to create linked tasks across multiple instances without building an integration. A remote task transmits comments, attachments, and mapped fields between instances, enabling better business workflows.
ScratchPad	Share name-value pairs as JSON data on provider tasks and remote tasks to enable structured data exchange between instances.
Foundation data sync	Share selected foundational data types with your consumers on a scheduled cadence to reduce manual effort, and eliminate the need to share data externally.
Journal field framework	Map and synchronize journal-type fields between provider and consumer instances to keep critical operational updates current. It also maintains historical continuity by synchronizing previous journal entries, and enhances authenticity and accountability by writing journal entries as a named user rather than using a generic company name.
Flow action	Ensure that remote tasks and remote record producers continue to function correctly as you adopt newer revisions. Maintain flow compatibility across configuration updates using four new Flow Actions that preserve mapped variable integrity.
Magic link	Convert regular links sent from a provider instance into magic links. Enable consumer users to access the linked resource directly in the provider instance without having to log in manually.

Applications

Application	Description
Provider	<p>This application enables the provider to deliver services and support to consumers.</p> <ul style="list-style-type: none"> • Create and publish remote catalogs from your instance for consumers to generate service requests that can be fulfilled in your instance. • Integrate your tasks bidirectionally with your consumer's tasks. • Send incidents and cases to your consumer's ServiceNow instance via Provider Task with no setup needed.
Consumer	<p>This application enables the consumer to receive services and support from providers.</p> <ul style="list-style-type: none"> • Incorporate remote catalog items assigned to you from your provider into your local catalog and send the requests generated back to your provider for fulfillment. • Bidirectionally integrate your tasks with your provider's tasks. • Receive proactive tasks from providers to enhance transparency and collaboration.

Service Exchange users

Application	User	Description
Provider	Administrator	The provider administrator is responsible for setting up and maintaining the technical components of Service Exchange. This includes establishing connections, configuring Workflow Studio flows, and publishing service content to consumer instances. They also support registration and troubleshoot integration issues to promote smooth and secure collaboration between provider and consumer instances.
Provider	Provider Fulfiller/Agent	The fulfiller/agent is responsible for resolving consumer questions and issues, and may also engage in network operations when needed to support service delivery.
Provider	Consumer	The consumer is responsible for consumer registration tasks.
Consumer	Administrator	The consumer administrator is responsible for setting up and managing the Service

Application	User	Description
		Exchange connection from the consumer side. This includes installing the Service Exchange applications, creating provider and connection records, maintaining transforms, and troubleshooting transport payloads to promote smooth and reliable integration with the provider instance.
Consumer	Fulfiller/Agent	The consumer agent is responsible for managing IT services that rely partly or entirely on external providers. They place and track service requests with the provider from within their own instance, promoting that issues are addressed and services are delivered as expected.
Consumer	Requester	The requester is responsible for making requests from the remote catalog.

What to explore next

- [Service Exchange for Providers](#)
- [Service Exchange for Consumers](#)
- [Service Exchange reference](#)

Mismatched version support

Providers and consumers using different versions of the Service Exchange applications can exchange and synchronize data between their ServiceNow instances.

- Providers can upgrade their Service Exchange application and deploy new capabilities without interrupting services to consumers who haven't upgraded to their application.
- Consumers who haven't upgraded can use existing entitlements from their provider, as well as new entitlements at or below their current compatibility level. However, they can't activate entitlements on newer compatibility levels until they upgrade to the latest version.

The following is an example scenario:

- The provider and consumer are using Service Exchange for Providers 1.0 and Service Exchange for Consumers 1.0. The provider has created some configurations (such as remote task definitions, remote record producers, or foundation data sync offerings) and the consumer is using these entitlements.
- The provider decides to upgrade to Service Exchange for Providers 2.0 but the consumer is still using the older version. In this case, the consumer can continue to use the entitlements created using the older version of Service Exchange and sync data with the provider.
- To use the latest configuration revisions (created with the upgraded application), the consumer must upgrade to a version that is compatible with the provider.

Related topics

[Configuring revisions](#)

Configuring revisions

Update the configurations of remote record producers, remote task definitions, foundation data sync offerings, and create new versions that can be entitled to consumers.

You can deploy new versions of entitlements with updated functionality to compatible consumers without impacting consumers who haven't upgraded their Service Exchange applications. You can upgrade your Service Exchange applications to adopt new features even if your consumers haven't upgraded to the latest version.

You can create multiple configuration revisions, but only the latest published revision is active and available as a new entitlement. Your consumers can either choose to activate the new entitlement or continue to use the older revision until it's archived or retired. If the consumers want to use the new revision, they must upgrade their Service Exchange application to the same version that is running on the provider's instance. Once the new revision is activated on the consumer's instance, the earlier revision is longer available and moves to an inactive state.

You can create configuration revisions for the following:

- Remote record producers
- Remote task definitions
- Foundation data sync offerings

Related topics

[Create configuration revisions](#)

Remote catalogs

As an application developer for the provider, create a remote catalog item containing the services for your consumers. An administrator in the consumer's instance can assign them to the consumer's catalogs and categories and then activate them, just like any other catalog item.

Example:

For example, let's say that you have multiple SD-WAN product offerings: Gold, Silver, and Bronze. Your remote catalog contains 20 services that are associated with the SD-WAN products.

- The Gold product offering gives your consumer rights to all 20 services.
- The Silver product offering gives your consumer rights to 15 of the 20 services.
- The Bronze product offering gives your consumer rights to only 10 of the 20 services.

You can package all 20 of those services in a single catalog. The consumers for each product offering only have rights to the services to which they are entitled.

To learn more, see [Create remote catalogs in Service Exchange for providers](#).

Related topics

[Create remote catalogs in Service Exchange for providers](#)

Remote record producers in Service Exchange

Remote record producers in Service Exchange for Providers are service requests published in consumer instances. They enable your consumer to request provider services through their service catalog.

Overview of record producers

Remote record producers contain the variables that determine the information that a consumer can or must provide to submit a request. When a remote record producer is submitted from the consumer's service catalog, it generates a Provider Task record on the provider's instance. System also triggers a Create Case, Create Incident, or Create Change Request fulfillment task.

As the task moves through the fulfillment flow in the provider's instance, updates are visible in both the provider and the consumer's ServiceNow instances.

The remote record producer table is an extension of the `sc_cat_item_producer` table and uses the `sn_sb_pro_remote_request` table.

Using remote choice fields to directly access provider data

Remote choice fields provide your consumers direct access to your (provider) data in real time while they submit a remote catalog item from their instance.

Remote choice fields enable consumers to view the choice list for a catalog reference field directly from the provider's instance. They provide the following advantages:

- Removes the need to replicate foundation data.
- Reduces the cost and maintenance of integrations.

You can control the data that your consumers access by defining a remote choice field. To learn more, see [Create remote choice definitions in Service Exchange for Providers](#).

Service Exchange authorized users and personas

The Authorized Users feature enables a provider to categorize remote catalog items by user personas so that only authorized users with these personas can access the catalog items. It also allows consumer admins to associate these personas to users in their instances to allow access.

When a provider and a consumer initially register the Service Exchange application, the active contacts on the consumer's account in the provider's ServiceNow instance are automatically added to the Authorized Users table. And synced with the consumer's ServiceNow instance.

Enables the provider to subdivide services by user personas giving the consumers an easy way to define access in their instance to the provider's services. By using the Authorized Users feature, you can identify the specific users between the provider and consumer instances to manage the consumer requests for the provider's services. You can then assign personas to the authorized users so that you can control the access to remote catalog items.

- Both providers and consumers can create Authorized Users.
- The providers manage the approval state for an Authorized User. By default, the approval state is set **Approved**.
- Consumers manage the active state for an Authorized User.
- Providers can set the maximum number of authorized users for each connection. This requires all consumers to maintain a list of active authorized users of less than or equal to the limit set by the provider. If the value is not set, consumers can have as many active authorized users as they want.

To learn more, see [Add an authorized user](#).

Proactive cases

Proactively notifies consumer users of case alerts and enables real-time collaboration with providers without any additional configuration in connected consumer instances.

A proactive case in Service Exchange is similar to the synchronization that occurs between a provider's and customer's instances when the customer submits a service request. However, in this case, the fulfillment process proactively triggers by alert monitoring.

After a customer on boards through Service Exchange, that customer gets notified of cases that are created from alert monitoring. Customers proactively receive up-to-date information about issues that affect them, and are informed about the progress of the resolution of those issues.

The process is as follows:

1. An alert that is related to an on boarded Service Exchange customer triggers in the provider's instance, and a case record is created.
2. A link to the provider task is added as a comment in that case.
3. An automatic Customer Service Management notification is sent to the primary customer contact, and a link to the provider task is also included.
4. Any state changes or additional comments that are added to the case record in the provider's instance appear in the customer's instance. The status change in the case triggers creation of a case on the provider's instance.

For more information about the Service Exchange synchronization for resolving cases, see [Fulfill a consumer request](#).

Provider tasks

Enable all providers using Service Exchange to be transparent and collaborative with their consumers who use ServiceNow.

Provider tasks represent work that is being performed in a provider's ServiceNow instance and monitored in a consumer's instance. By using Provider Tasks, consumers can collaborate with all of their providers without the need for any additional configuration to their instances. For more information, see [Remote record producers in Service Exchange](#).

Related topics

[Remote record producers in Service Exchange](#)

Remote tasks

Learn how you, as a provider, can resolve and fulfill multiple consumer tasks, such as incidents, cases, and service requests, by using remote tasks. Also as a consumer, you can assign the incidents to multiple providers for resolution.

Remote tasks enable you to assign and synchronize the task's data on separate instances so that you can quickly fulfill the service requests from your consumers. Some examples of the consumer requests are as follows:

1. Request help for issues that your consumers are having with your services.
2. Request for service changes to the services that your consumers have purchased.
3. Request to assign the existing tasks to you so that you can support your consumer's issues.

How a remote task works

As a provider, you must first create and publish the remote task definitions that your consumers can use for creating a remote task. You entitle these definitions to your consumers who can adjust the mappings and field data rules or simply activate the definition. Your consumers can apply a trigger on the definition or manually create a remote task for you, the provider, based on an active definition.

For more information, see [Create a remote task definition in Service Exchange for Providers](#).

The remote task feature includes a Remote Task table, which is an extension of the Task table in the ServiceNow AI Platform. With remote tasks, you can enable bidirectional linking of workflows between multiple ServiceNow instances.

Note: When data, such as an attachment or task, is shared with another instance through Service Exchange, it becomes part of that instance's data. Service Exchange does not delete data on remote instances; the receiving instance must handle the deletion if required.

For example, an incident on a consumer instance must be assigned to a provider's instance as a case. The Remote Task record in each instance facilitates the bidirectional flow of the task's data between the case and the incident.

Transform data with the Service Exchange transform framework

Use the Transform Framework to integrate tasks between two ServiceNow instances to transform remote task data in the Service Exchange application.

As a provider, you can use the Transform Framework to transform your inbound and outbound data (such as incidents, cases, and service requests) of the remote tasks between your ServiceNow instance and your consumer's instance. To learn what a remote task is, see [Remote tasks](#).

While using the Service Exchange for Providers application, you and your consumer can exchange the remote task data through tables and fields. The Transform Framework helps you to convert the data between those tables and fields. You and your consumer can easily communicate with each other while resolving the incidents, cases, and consumer requests. Transforms can be created once and used across all remote task definitions.

You can use the following transform types in the Transform Framework for your remote tasks:

- **Simple:** Select the simple transform option to use the predefined values of the inbound and outbound fields for your remote tasks. For example, by using this transform type, you're converting the Open state of an incident in the provider's ServiceNow® instance to the In Progress state in the consumer's ServiceNow instance.
- **Advanced:** Use an advanced transform where you run a script to determine the inbound and outbound data values for your remote tasks. For example, use this transform type to convert an incoming sys_id into a correlated sys_id for a reference field.
- **Virtual Inbound:** Use this to transform or set a value for an Inbound Virtual field. This option uses a script to transform the data and adds a mandatory Inbound Field field.
- **Virtual Outbound:** Use this to transform or set a value for an Outbound Virtual field. This option uses a script to transform the data and adds a mandatory Outbound Field field.
- **Global:** Use the global transform option to create a default transform definition that can be applied to all consumer accounts.

Note: A matching company or account specific transform overrides the Global transform option.

To learn how to create a transform, see [Create a transform in Service Exchange](#).

Note: A transform runs twice on every update. If the transform includes a condition, that condition can be met on both runs, causing the action tied to it to run twice instead of once and produce a false positive. To learn more about the behavior, see [Service Bridge: Preventing False Positives in Service Bridge Transform Conditions](#) on the ServiceNow Community.

AI-assisted remote task

Set up remote task definition (RTD) between a provider and consumer instance by using AI agent. An AI agent inspects tables on the instances and automatically generates field mappings for remote task definitions in Service Exchange, reducing manual setup work for cross-instance integrations.

Setting up a RTD between a provider and a consumer instance normally requires an administrator to manually map fields between the two tables. Introspection uses Integration mapping agent to fetch table metadata from both instances. The agent uses that metadata to generate the outbound and inbound field mappings, transform maps, and a draft RTD.

Key benefits

Introspection provides the following benefits:

- Reduces the manual effort of researching table schemas on both the provider and consumer instance.
- Generates field mappings, choice mappings, and reference field resolutions from the actual schema of both tables instead of guesswork.
- Creates the resulting RTD in draft state so you can review the AI-generated mappings before publishing.

How it works

The following describes the general flow when a provider administrator starts an AI-assisted RTD through ServiceNow Otto:

1. The administrator describes the tables to connect, for example by asking the agent to map one table to another.
2. If a specific consumer company or connection is not part of the request, the agent asks which company the consumer instance belongs to. If more than one connection matches, the agent lists the matching connections and asks the administrator to select one. The administrator can also indicate that no specific company applies, in which case the local instance schema is used as a fallback for both sides of the mapping.
3. The agent looks for an active connection to the consumer instance. When one exists and the target table is on the consumer's allowed tables list, the agent fetches the table metadata over that connection. If the target table isn't on the consumer's allowed list, the agent tells the administrator the table isn't shared and offers the list of tables that are. If no connection is available, or the target table still isn't available on the remote instance, the agent asks the administrator to confirm falling back to the local instance before it proceeds.
4. Throughout the conversation, the agent shows its response first, followed by a collapsed summary of the provider and consumer table structures, each one clearly labeled by side, and confirms which side is the provider and which is the consumer before continuing.
5. The agent retrieves enriched field metadata for both tables, including field types, choice values, and audit signals. The agent uses this information to generate field mappings, choice mappings, and reference field resolutions.

6. The agent excludes custom fields that exist only on the provider instance (fields with a `u_` or `x_` prefix) from the generated mappings. The consumer instance may not have equivalent fields.
7. The agent stores the generated field mappings as an integration spec and uses it to create a draft RTD. The integration spec and RTD reference each other so multiple versions of a spec can exist over time.
8. The agent reports the outcome, including the RTD name, the number of field rows written, and links to both the integration spec and the RTD.

Note:

Transform maps for choice fields might not generate automatically. If the completion message reports failed transforms, manually review and complete the affected transform maps.

For more information on the detailed steps about generating RTD, see .

Related topics

[Remote tasks](#)

Journal field frameworks

The Journal Field Framework (JFF) enables real-time synchronization of journal type fields, such as comments and work notes, between provider and consumer.

JFF also enhances operational transparency, preserves historical context, and verifies that updates are attributed to actual users for greater transparency.

The synchronization of journal type fields between consumer and provider instances is enabled through a Remote Task Definition (RTD) configured with compatibility version 2.2.x or later.

With JFF, you can do the following:

Journal field mapping

Map and synchronize any journal type fields between provider and consumer instances based on the **Inbound** and **Outbound** field configurations in a remote task definition.

For example, while creating an RTD, you can create mappings such as:

- Comments to work notes
- Work notes to comments

When a remote task is created based on the RTD, these mapped journal fields are automatically synchronized between the provider and consumer instances. As a result, when comments or work notes are posted in one instance, they appear in the connected instance as well.

A comment-to-comment mapping is created by default in both the **Inbound** and the **Outbound** field configurations while creating a remote task definition from Service Exchange version 2.2.x. For more information, see [Create a remote task definition in Service Exchange for Providers](#).

Rules of journal field mapping

Journal field framework supports the following format (source to target).

- journal field (source) to journal field (target)
- journal field (source) to non-journal field (target)

Journal field framework doesn't support non-journal field (source) to journal field (target) mapping.

Note: In a Remote Task Definition (RTD), you cannot use the same journal source field twice for different mappings. For example, work notes to work notes and work notes to comments in the same RTD are not allowed.

Write journal entries as an actual user

Write journal entries using user identities rather than a generic company name. For example, all comments for user David would appear as David (xyz company).

Synchronize historical journal entries

Synchronize all historical journal entries between consumer and provider instances for a remote task.

If the **Sync pre-existing entries** option is configured during Remote Task Definition (RTD) setup and while activating the RTD. All journal comments made in a task are synchronized between the consumer and provider instances when a remote task is connected.

Considerations

Journal synchronization or synchronize of historical journals might not work for the following scenarios:

- Synchronization of Journal fields won't work if a remote task is deleted and a new remote task is later created for the same parent task and RTD.
- Synchronization of historical journal entries stops and doesn't resume if a remote task is disconnected and later reconnected, even if the **Sync pre-existing entries** option is enabled in the connected RTD.

Related topics

[Create a remote task definition in Service Exchange for Providers](#)

[Activate a remote task definition record in Service Exchange](#)

Foundation data sync

Foundation data sync (FDS) enables structured, periodic data sharing from provider to consumer and consumer to provider instances. FDS ensures that both providers and consumers can share and receive accurate, up-to-date foundational data, supporting better service delivery and operational alignment.

FDS is a data synchronization mechanism that enables a provider instance to share foundational data, such as server, hardware, network information with consumer instances and consumers instance to provider instances on a scheduled cadence (daily, weekly, or monthly).

FDS supports two separate unidirectional data flows, allowing both providers and consumers to act as either data source or recipient depending on the business need:

Consumer-bound FDS

Provider shares data with consumer instances.

Provider-bound FDS

Consumer shares data with provider instances.

- Note:** These are independent flows. Each flow must be configured separately. Establishing data sharing in one direction does not automatically enable data sharing in the reverse direction.

FDS supports all CMDB CI extended tables and the following non-CMDB tables: Asset, Company, User, Group, Location, Department, Stockroom, Product Model, [Knowledge](#) , Hardware Model, Consumable Model, Hardware, Consumable, and Service Organization. If you need support for any additional table, contact Support.

Benefits of FDS

FDS supports the service life cycle by enabling providers to share foundational data with consumers in a structured, automated way. This data transfer provides the essential context for operational workflows, reduces manual effort, and eliminates the need to exchange data through external channels.

FDS data flow scenarios

FDS provides two ways to collaborate by sharing data in either direction:

Consumer-bound FDS (Provider shares data)

The provider creates FDS offering definitions and publishes them to make data available. Consumers browse available offerings and request the data they need. After validation and acceptance, data flows from the provider instance to the consumer instance on the defined schedule.

The provider controls which tables, fields, and records are shared. Consumers configure how the incoming data maps to their instance tables.

- Note:** Consumer-bound FDS (Provider shares data) is supported from Service Exchange version 2.2.x.

Provider-bound FDS (Consumer shares data)

The consumer creates FDS offering definitions and publishes them to make data available. Providers browse available offerings and request the data they need. After validation and acceptance, data flows from the consumer instance to the provider instance on the defined schedule.

The consumer controls which tables, fields, and records are shared. Providers configure how the incoming data maps to their instance tables.

- Note:** Provider-bound FDS (Consumer shares data) is supported from Service Exchange version 2.3.x.

Use Case Example

A telecom provider, XYZ company, does not own or manage its own servers. Instead, it relies on a third-party infrastructure provider, ABC company. ABC maintains the configuration data for the servers, including hardware specifications and network dependencies.

XYZ needs this data to assign users to the correct servers based on bandwidth requirements. FDS enables ABC to push this data to XYZ regularly, ensuring XYZ has the information it requires to deliver reliable services.

In this scenario, ABC is the provider, XYZ is the consumer, and the data flows from ABC to XYZ.

ABC company also needs visibility into XYZ to understand the consumption pattern. To enable ABC to provide better infrastructure support, XYZ needs to share data back to ABC. FDS enables XYZ company to share usage data with ABC regularly, enabling ABC to make informed decisions about capacity planning and infrastructure optimization.

Related topics

- [Activate Service Exchange FDS for provider](#)
- [Activate Service Exchange FDS for consumer](#)
- [Configure outbound foundation data sync as providers](#)
- [Configuring inbound foundation data sync as providers](#)
- [Configure inbound foundation data sync as a consumer](#)
- [Configure outbound foundation data sync as consumers](#)

Knowledge article sync via FDS

Foundation Data Sync (FDS) assigns synced knowledge articles to knowledge bases and creates knowledge bases automatically when the source instance does not specify one. FDS also supports syncing of knowledge data from one instance to another instance.

FDS applies default configurations to knowledge Offering Items and governs article ownership, edit behavior, and knowledge base assignment on target instances. Target instances create company knowledge bases automatically when source instances don't specify one. These configurations verify articles sync and display correctly while preventing conflicting edits or sync failures.

Offering Item configuration for knowledge articles

When you select Knowledge [kb_knowledge] or an extension table on an FDS Offering Item form, the system applies default configurations automatically. A message displays on the form to confirm that these defaults have been applied.

You can add fields or conditions beyond these defaults. However, the required fields are protected. If you remove a required field and save, the system restores it automatically. This maintains the minimum configuration required for knowledge articles to sync and display correctly.

The system checks the configuration each time you save an Offering Item with Knowledge [kb_knowledge] or an extension table as the table and restores missing required elements.

The following configurations are applied automatically:

- A filter of **Workflow State** = **Published** is prepended to the conditions on the Offering Item. This filter cannot be removed. Drafts, articles under review, and retired articles on the source are never included in the sync.
- The Coalesce Fields value is automatically set to Article ID.
- The **Maintain Sys ID** option is hidden for Knowledge [kb_knowledge]. The system handles sys_id preservation for knowledge articles automatically.
- A warning banner displays on the Offering Item form to confirm that sys_id management is handled by the system.

When FDS syncs a knowledge article to a receiving instance, that article is owned by the Service Exchange connection that delivered it. The source instance is the authority for that article. To enforce this, three standard article actions (**Checkout**, **Retire**, and **Delete**) behave differently for

FDS-synced articles compared to articles created locally. Only articles created by the FDS sync process are affected. Articles created manually on the same instance behave normally.

Action behavior by article origin

Action	Locally created article	FDS-owned article
Checkout	Checkout proceeds	Blocked. Alert displays; checkout does not proceed.
Retire	Article is retired	Blocked. Alert displays; article is not retired.
Delete	Standard platform confirmation displays	Confirmation required. Custom warning displays; delete proceeds only on explicit confirmation.
Edit / Update	Changes are saved	Changes are saved but may be overwritten on the next sync.

When a knowledge article syncs from a source instance to a target instance, the target instance checks whether the incoming article has a knowledge base assigned. The following outcomes can occur:

- If the source does not send a knowledge base, the article is assigned to a knowledge base and named named after the sending company. The target instance creates this knowledge base automatically if it does not already exist.
- If the source sends a knowledge base name that does not exist on the target instance, the article is assigned to the company knowledge base. This assignment prevents sync failure.
- If the source sends a knowledge base name that exists on the target instance, the article is assigned to that knowledge base. No company knowledge base is created.

Note: If a target article already has a knowledge base assigned, this behavior does not overwrite it.

Related topics

[Hide a synced knowledge article](#)

Magic links

Magic links enable seamless authentication from a consumer instance to a provider instance in Service Exchange, enabling consumers to access shared resources without manual login. This mechanism supports both per-user and single-user login modes and is particularly useful for HR tasks, catalog submissions, and knowledge base access.

Related topics

[Enable magic links](#)

Flow action

Workflow Studio predefined actions help you preserve mapped variable integrity and maintain flow compatibility across configuration revisions.

Service Exchange provides a set of predefined Workflow Studio actions that you can use in your flows or subflows to retrieve variable values from remote tasks and provider tasks. For details on flows, see [Getting started with flows](#).

Service Exchange provides the following actions in Workflow Studio:

Note: To avoid upgrade issues, use these predefined actions in your flows and subflows.

Action	Description	Input	Purpose	Output
Get Provider Task Variables for RRP	Retrieve variable values from a Provider task based on a selected remote record producer (RRP) as data pills for use in other actions. Must be in the sn_sb base scope.	provider task, RRP.	Use variables in automation flows, such as updating a parent task or ordering a local catalog item.	Returns named data pills based on the variables within the RRP.
Get Remote Task Variables from Consumer	Retrieves variable answers from a remote task based on a selected remote task definition (RTD) identity, exposing them as data pills for use in other actions. Must be in the provider scope.	remote task, RTD identity.	Use variables in automation flows, such as updating a parent task.	Returns named data pills based on the variables within the latest published RTD.
Get Remote Task Variables from Provider	Retrieve variable values from a remote task based on selected remote task definitions. Must be in the consumer scope.	remote task, RTD identity.	Use variables in automation flows, such as updating a parent task.	Returns named data pills based on the variables within the latest published RTD.
Order Remote Record Producer	Automate ordering a RRP. Must be in the consumer scope.	RRP.	Streamline processes such as hardware asset management (HAM) by scripting RRP ordering.	Returns the newly created provider task GlideRecord.

Service Exchange Center

The Service Exchange Center enables you to monitor connection health, resolve scan check issues, and add and manage Service Exchange connections from a single dashboard in the Provider Center or Consumer Center applications.

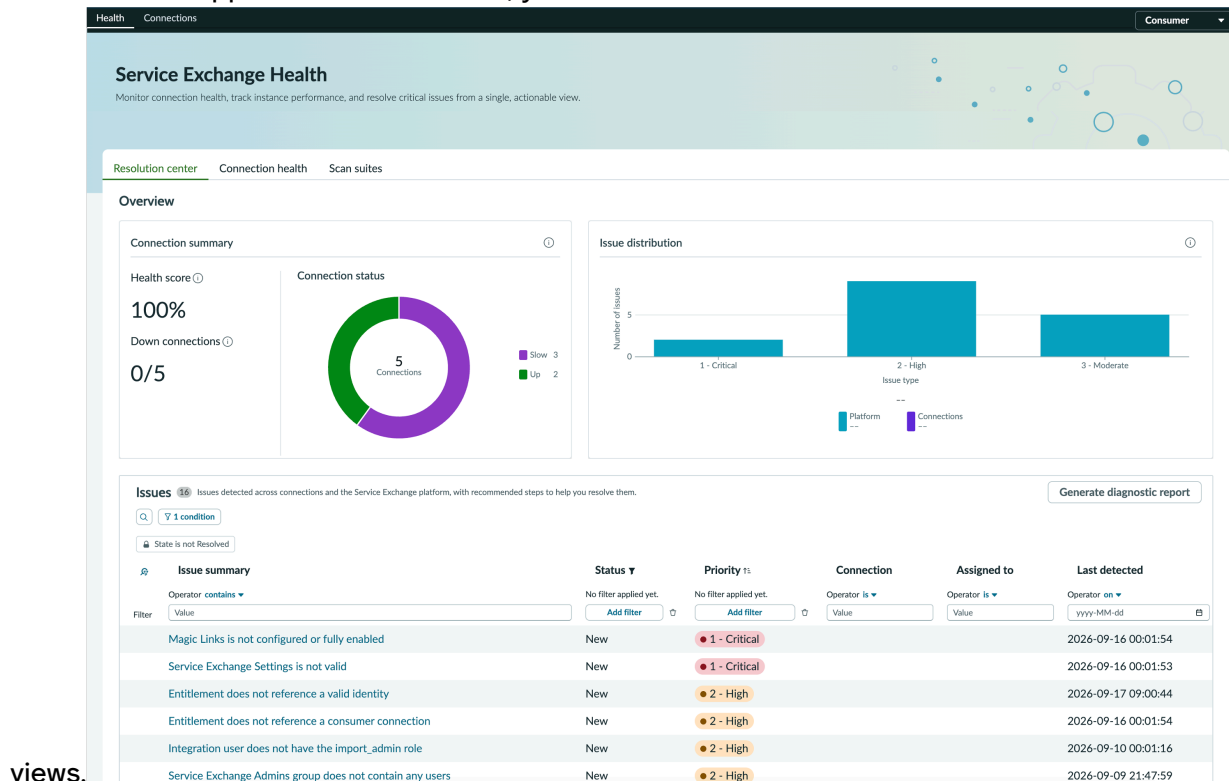
Using single dashboard, you can manage and monitor Service Exchange connections between provider and consumer instances. It covers the full connection lifecycle, from registering consumers and completing the onboarding to monitoring connection health and resolving issues. Automated scan checks detect configuration issues and errors, and guided resolution steps help you fix each issue.

The Service Exchange Center includes the two tabs:

- **Health:** Monitor the health of your connections and identify issues early. Automated scan checks detect configuration issues and errors, and each issue includes troubleshooting steps to resolve it. You can also manage scan suites and their schedules. The Health tab includes the Resolution center, Connection health, and Scan suites tabs. For more information, see [Health tab](#).
- **Connections:** Add, monitor, and manage connections across every stage of onboarding. Each connection appears as a card that shows its company, instance URL, and current state. For more information, see [Connections tab](#).

The health dashboard works the same way in both the provider and consumer views, but some actions are role-specific. A provider creates connection requests and shares the onboarding URL with the consumer. A consumer uses that URL to complete onboarding and connect to the provider. Both can view connection details, configure the settings they control, and offboard a connection. Health monitoring, issues, and scan checks are available in both views, and each view shows the connections for that role.

The dashboard displays the provider or consumer view, depending on which Service Exchange applications are installed on the instance. If both the provider and consumer applications are installed, you can switch between the two



views.

Role requirements

The Service Exchange admin (sb_admin) role is required to access the Service Exchange Center.

How to access

The Service Exchange Center is available from the Administration menu of the **Provider Center** or **Consumer Center** module, depending on which Service Exchange applications are installed on your instance. If both the provider and consumer applications are installed, you can switch between the provider and consumer views.

Benefits

- View connection health status
- Detect configuration issues early with automated scan checks to reduce downtime and troubleshooting effort
- Resolve known errors using detailed resolution steps
- Fix known connection errors automatically when a connection goes down
- Access consolidated health monitoring, connection management, and scan checks in one location
- View all connections across every onboarding stage, and monitor them without opening individual records
- Access registration details and connection settings from each connection card
- Resume an interrupted onboarding from the consumer view

Related topics

[Health tab](#)

[Connections tab](#)

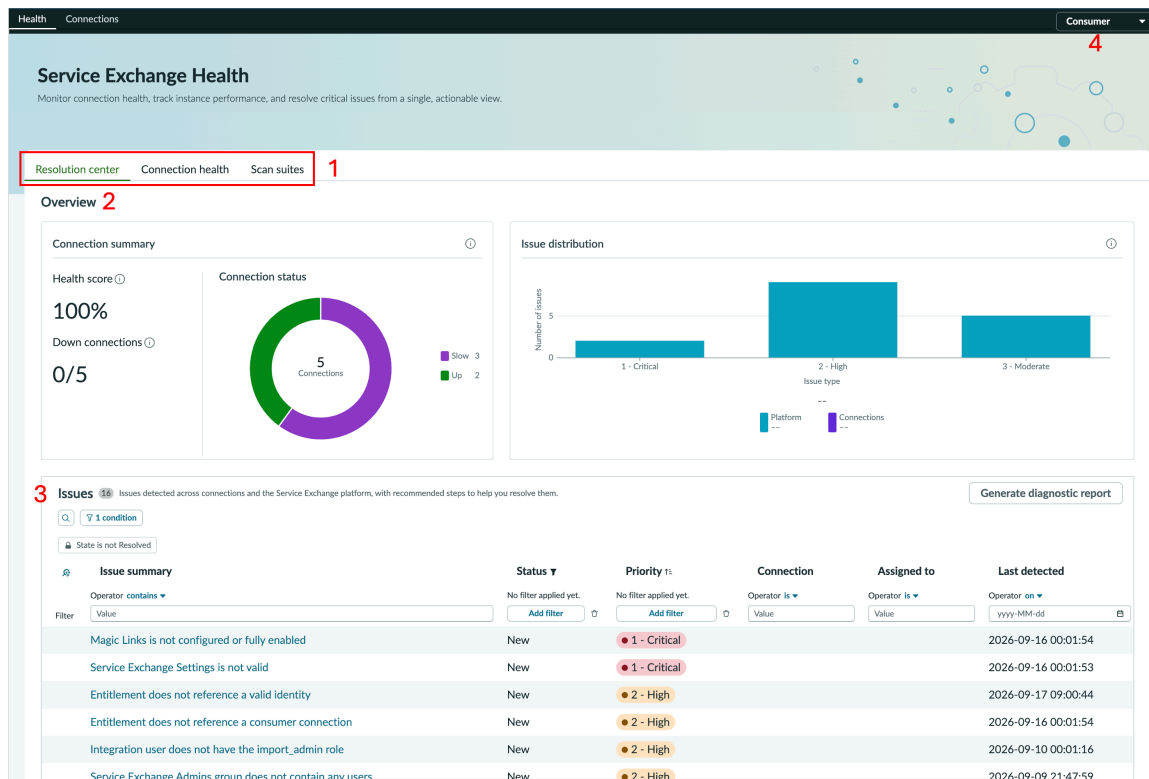
[Instance scan checks](#)

Health tab

The Service Exchange Health tab shows connection health, open issues, and scan suites in one view, with resolution steps for each issue.

Service Exchange Health dashboard layout

The Service Exchange Health dashboard is part of the Service Exchange Center. It offers a single view for monitoring your Service Exchange connections and resolving the issues that affect them. It shows the current status of each connection and lists the configuration issues and errors detected on your instance. Each issue includes resolution steps and, where available, a link to the related knowledge article. The dashboard includes the tabs and elements shown in the following image and described in the table.



Health dashboard callouts

Feature	Description
1. Tabs	Service Exchange Health dashboard contains three tabs: Resolution center , Connection health , and Scan suites .
2. Overview	The overview section shows a high-level summary of the connections.
3. Issues	The Issues section lists the unresolved issues detected across connections and the Service Exchange application.
4. Provider/Consumer drop-down menu	You can use the Provider/Consumer drop-down menu to switch between the provider and consumer views when the instance supports both roles.

You can access the **Health** tab from the Administration menu of the **Provider Center** or **Consumer Center** module.

Resolution center

The **Resolution center** tab is the default tab of the dashboard. It shows the overall health of your connections and the issues detected across connections and the Service Exchange application. The tab contains the following components:

Connection summary

Displays a high-level view of the health and status of all your Service Exchange connections in one place. Use it to identify connections that aren't working as expected and that require attention.

Health score

The health score is a weighted score, shown as a percentage, that reflects the overall health of your Service Exchange setup. It's calculated from two factors:

- **Connection health:** Displays the status of each connection (Up, Slow, or Down).
- **Issue severity:** The priority of the open issues detected by scan checks (Critical, High, Moderate, or Low).

Down connections

Displays the total number of connections that are currently down, out of all connections. A connection is Down when the Remote Process Sync (RPS) connection is down or in an error state. A slow response alone doesn't mark a connection as Down. Payloads can't be exchanged on a Down connection, so work such as case and task updates between the provider and consumer instances stops until the connection is restored. To find the affected connections and their related issues, go to the **Connection health** tab, where Down connections are grouped separately.

Connection status

The Connection status donut chart shows how your connections are distributed by status, based on the heartbeat response time and the state of the RPS connection. The center shows the total number of connections, and the legend shows the count for each status.

- **Up:** Payloads are exchanged and the ping-pong response time is within the expected limit. The connection is working normally.
- **Slow:** Payloads are exchanged, but the ping-pong response time exceeds the slow threshold, which is 15 minutes by default. The connection still works, but data takes longer to reach the connected instance.
- **Down:** The RPS connection is down or in an error state. Payloads aren't exchanged.

Issue distribution

The Issue distribution chart shows the number of open issues at each priority level: Critical, High, Moderate, and Low. Use it to see how serious the current issues are and where to focus first. Each bar is divided by where the issue occurs:

- **Platform:** Issues at the Service Exchange application level that aren't tied to a specific connection.
- **Connections:** Issues that affect one or more specific connections, for example, when the integration user for a connection doesn't have a required role.

Issues

The Issues list shows all unresolved issues detected across your connections and the Service Exchange application. Issues come from scan check results and from errors recorded in the Service Exchange Error table. Automatic mitigation also creates Health issue records. When a connection goes down, the system checks for known connection errors that it can fix automatically and creates an issue for each error it detects.

The table includes the **Issue summary**, **Status**, **Priority**, **Connection**, **Assigned to**, **Last detected**, and **Category** columns. The **Category** column shows the category of the related known error: Onboarding, Data, Configuration, Installation, Entitlements, Connection, Attachments, or Unknown. The column is empty for issues without a known error. The Connection column is empty for issues that aren't specific to a connection. By default, issues are sorted by priority, with the most recently detected first. The list has a locked filter, **State is not Resolved**, so resolved issues don't appear in the list. Issues that automatic mitigation fixes are resolved when the

system creates them, so these issues don't appear in the list either. You can add filters from the column headers to narrow the list. The list shows all issues in both provider and consumer views. If no issues are found, an empty state message appears instead of the table. If an error recurs with the same known error, source record, connection, and error message, the existing unresolved issue is updated instead of a new issue being created. The finding count increases, and the **Last detected** date and issue details are updated. Issues for unknown errors show [Unknown] followed by the error message as the issue summary.

Select an issue in the **Issue summary** column to open the issue details panel, which shows the resolution steps and guidance for the issue. The panel provides options such as **Assign to me**, **Follow**, and **Mute**. Select the **Source record** link to open the record that caused the issue. Select the Navigate to Issue Report icon () to open the issue report with more details and resolution steps. The issue details panel has two tabs:

- The **Details** tab shows the resolution steps, which can include links to knowledge articles.
- The **Activity** tab shows comments and work notes. Add updates using the **Comments** and **Work notes** tabs. For issues created by automatic mitigation, the work notes show each fix that the system ran and its result.

After you complete the resolution steps, select **Validate & Resolve**. If the issue no longer exists, it's resolved and removed from the list. If the issue still exists, a message confirms that the issue is still detected. If automatic mitigation fails or returns an error, the issue stays open. Complete the resolution steps, and then select **Validate & Resolve**. To download a log of the issues, select **Generate diagnostic report**. The report downloads as a Microsoft Excel file.

Connection health

The **Connection health** tab displays a list of connections grouped by status: Down, Slow, and Up. Use it to monitor the performance of individual connections and to verify that data is exchanged between instances. The tab shows the total number of established provider or consumer connections on the instance.

Connections are grouped by status with Down connections appear first, so you can see at a glance which connections need attention. It also provides detailed information for each Service Exchange connection through individual connection cards. You can search connections by name, number, status, and other details.

Use **Sort by** and **Show all** to arrange the list, and the refresh button to update the data.

Connection card

Each connection is displayed as a card that contains the following information.

Connection card elements

Element	Description
Company and status	Name and logo of the connected company, and the connection status. The status is color-coded: green for Up, purple for Slow, and red for Down.
Heartbeat	Round-trip time for a payload to travel to the connected instance and return, and the time since the last check.

Connection card elements (continued)

Element	Description
Outbound	Status of payloads sent to the connected instance, number of payloads sent in the last 24 hours, and date and time of the last sent payload.
Inbound	Status of payloads received from the connected instance, number of payloads received in the last 24 hours, and date and time of the last received payload.
Queue counts	Number of inbound and outbound queue records in the Ready or Running state, which are waiting to be processed. Heartbeat ping and pong records aren't counted.
Issues	Open issues for the connection, with links to the issue records. If the connection has no open issues, No issues found appears.
Created date and version	Date the connection was created and the Service Exchange application version.

The system checks for connection responses every minute. Heartbeat pings are sent to the connected instance every hour by default.

Scan suites

The **Scan suites** tab lists the scan suites available on your instance. A scan suite is a group of scan checks that detect Service Exchange configuration issues, such as missing roles, invalid settings, or incomplete configurations. When a scan check detects a problem, it creates an issue that appears in the Issues list on the **Resolution center** tab. For information about instance scan checks, see [Instance scan checks](#).

Scan suites are organized into two categories:

- **Service Exchange On-Demand:** Suites that run only when you execute them manually or triggered systematically such as the Post-Clone, Pre-Onboarding, Post-Upgrade, and Post-Onboarding suites.
- **Service Exchange Scheduled:** Suites that run automatically at a configured time or frequency.

Each scan suite contains multiple scan checks. When you select a scan suite, you can view all scan checks included in that suite. Scan results appear as issues. Each issue is assigned a priority level: critical, high, moderate, or low, based on its severity. You can run any scan suite by selecting **Execute scan suite**. The button is available on both the Scan suites tab and the scan check page.

The scan check page lists the checks in a suite with the **Name, Category, Priority, Short Description, Active,** and **Class** columns, sorted by the Updated date by default. To add a scan check to a suite, select **Create check** on the scan check page and select one of the following check types:

- **Table:** Checks records in a table against defined conditions.
- **Column:** Checks the values in a specific column.
- **Script:** Runs a script that performs the check and creates findings.
- **Lint:** Runs a linter check on code.

Connections tab

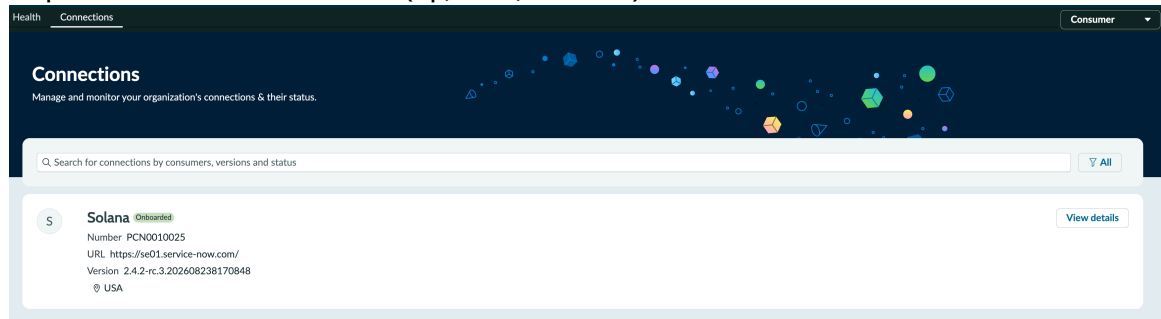
The Connections tab in the Provider Center and Consumer Center lists your Service Exchange connections. Provider Center also shows registration requests that are created when a provider adds a consumer. After the provider completes registration and shares the onboarding URL, the consumer uses Consumer Center to continue onboarding.

The **Connections** tab displays all in-progress and onboarded connections . In Provider Center, in-progress registration requests appear first, followed by onboarded connections. In Consumer Center, in-progress onboarding entries appear first, followed by onboarded connections. Within each group, the most recently updated entry appears first.

Each card shows the company name, connection or registration request number, instance URL, current state, application version, and contact details. For onboarded connections, the card also displays location details. Fields with no value are hidden.

You can search by company name, connection number, instance URL, version, or state. Use the state filter to show connections in a specific state. The filter options like registration and connection states and the states that apply to your provider or consumer views.

The connection card status shows the registration or connection state and is independent of the health status (Up, Slow, or Down) shown on the **Health**



tab.

How to access

The **Connections** tab is available in both the **Provider Center** and **Consumer Center**. Access it from the Administration menu within the respective applications. Use Provider Center to add a consumer, create and manage the registration task, and share the onboarding URL. Use Consumer Center after the provider shares the onboarding URL to start or resume onboarding. If the instance supports both roles, you can switch between the provider and consumer views.

Benefits

- Consolidated view of all connections across all stages of onboarding.
- Quick visibility into connection states without navigating to individual records.
- Simplified search and filtering to locate connections by name, version, or status.
- Direct access to registration details and connection settings from each connection card.
- Option to resume an interrupted registration as a consumer.

Connection actions and states

The following table lists the connection actions. The available actions depend on the connection state and your instance role.

Connection actions

Action	View	Description
New connection	Provider	Opens the Create a new connection form to add a consumer and create the provider-side registration task.
Setup connection	Consumer	Starts or resumes the consumer onboarding process after the provider completes registration and shares the onboarding URL. The entry point depends on the onboarding state.
View details	Provider and Consumer	Opens the connection details page. On the provider side, the default tab is Registration task if the connection isn't onboarded, and Settings if it is. On the consumer side, only the Settings tab appears.
Offboard Consumer	Provider	Offboards the consumer from the connection details page. If offboarding succeeds, the Connections tab opens with a confirmation message. If offboarding fails, an error message appears on the connection details page.
Offboard Provider	Consumer	Offboards the provider from the connection details page. If offboarding succeeds, the Connections tab opens with a confirmation message. If offboarding fails, an error message appears on the connection details page.

The connection details page displays the name of the provider or consumer company name as the title and the date the connection was established as the subtitle. The page also displays connection details such as the connection number, contact, outbound and inbound status, and version.

Connection states

Each connection card displays the current state of the connection. The state changes as the connection moves through registration and onboarding. The following table describes the connection states.

Connection states

State	Description
Pending	The provider has added the consumer and created the registration request. The consumer hasn't started onboarding because the onboarding URL hasn't been used yet.
Awaiting Validation	The consumer has opened the onboarding URL and started onboarding. The system creates the connection record and runs the pre-onboarding checks.
Validated	The pre-onboarding checks pass and the connection is ready for the consumer to continue onboarding.
Validation Failed	One or more pre-onboarding checks fail. Resolve the issues to continue consumer registration.
Onboarded	Onboarding is complete. The provider and consumer instances are connected.

Related topics

[Register a consumer from the Provider Center](#)

[Consumer registration from the Consumer Center](#)

Instance scan checks

Instance scan checks in Service Exchange proactively identify issues and system inconsistencies, helping administrators maintain system health and reduce downtime. The health dashboard displays findings, errors, and check statuses, helping you quickly identify and resolve problems.

Service Exchange scan checks provide the following benefits:

- Reduce case task loads and promote stability and reliability of Service Exchange integrations.
- Reduce downtime and troubleshooting efforts by identifying issues early.
- Provide known errors with detailed solutions.
- Improve overall productivity through automation and visibility.

Supported Service Exchange scan checks

Service Exchange provides two main suites, on-demand and scheduled.

Each suite contains multiple child suites and each child suite contains multiple scan checks. For more information on suite and scan checks, see [Instance Scan](#) .

- On-demand suites: On-demand checks can be run as and when required.
- Scheduled suites: Scheduled checks run at a scheduled time every day.

You can also customize when scheduled suites run or assign a scheduled execution time to on-demand suites.

To view the list of Service Exchange supported scan checks, see [List of scan checks](#).

These Service Exchange scan checks are available through the Service Exchange Health plugin. This plugin is activated when you install or upgrade Service Exchange. You can also activate this plugin manually. For activation instruction, see [Activate a plugin](#) .

i Note: The Service Exchange Health plugin is backward compatible. If you're using an older version of the Service Exchange application, you can install this plugin to use its features.

Related topics

[List of scan checks](#)

[Execute a scan suite as a provider](#)

[Execute a scan suite as a consumer](#)

[Modify the scan suite schedule as a provider](#)

[Manage a scan check as a provider](#)

Automatic mitigation for connection issues

Automatic mitigation detects known connection errors and fixes them without administrator action when a Service Exchange connection goes down. You review the results in issue work notes and act when a fix fails.

A down connection stops the exchange of all data between the provider and consumer instances. Many causes of a down connection are known errors with a known fix, such as inactive capture definitions.

With automatic mitigation, the system applies the fix for these known errors as soon as the connection goes down. It confirms that the fix worked, records what it changed in a Health issue record, and resolves the issue. You get involved only when a fix fails or when an error isn't covered by automatic mitigation. You review the resulting issues and work notes in the [Service Exchange Center](#) on the instance where the connection went down.

Automatic mitigation is rule-based. It runs predefined validation and mitigation scripts and doesn't use AI.

Benefits

- Restore data exchange faster, because common connection errors are fixed without waiting for an administrator.
- Reduce manual troubleshooting for known errors, including errors that occur after an instance clone.
- Keep an audit trail of every automatic change in the issue work notes.

Known errors that are fixed automatically

The system fixes a known error automatically only when the known error meets all of the following conditions:

- The **Tier** field is set to **Automatic**.
- The **Category** field is set to **Connection**.
- The **Validation script** field contains a script.

Known errors with the **Tier** field set to **Supervised** or left empty aren't fixed automatically. For the list of known errors that are fixed automatically, see [Automatic mitigations for known errors](#).

How automatic mitigation works

1. The inbound or outbound status of a connection changes to Down.
2. The system checks whether any Automatic known error is present on the connection.
3. If the error is present, the system applies the fix once. In this release, failed fixes aren't retried.
4. If the fix succeeds, the system checks the connection again to confirm that the error is fixed.
5. The system creates an issue for each detected error and adds a work note with the result.
6. When the connection status changes back to Up, the system resolves the open issue for the down connection.

Note: Automatic mitigation runs only when a connection goes down. It doesn't run for Slow connections.

Automatic mitigation runs on the instance where the connection goes down, on both provider and consumer instances. The fixes change records only on that instance.

What the system handles and what you handle

Automatic mitigation handles known, repeatable fixes. You must review automatic changes, fix what automation can't, and investigate connections that keep going down.

System and administrator responsibilities

Situation	What the system does	What you do
Known error detected and fixed	Applies the fix, confirms it, and creates a resolved issue with a work note.	Review the work note to confirm that the change is acceptable. No other action is required.
Fix fails or returns an error	Creates an open issue with a work note that records the failure.	Read the work note and complete the resolution steps for the issue.
Security-relevant fix applied	Reactivates the integration user or turns off elevated privilege on Remote Process Sync (RPS) roles.	Review the change against your security policies. To prevent the fix in the future, change the Tier field of the known error.
Error isn't an Automatic known error	Takes no automatic action. The error appears as an issue from scan checks or the error log.	Follow the resolution steps for the issue.
Connection is Slow	Takes no automatic action.	Monitor the connection on the Connection health tab, and investigate if it stays Slow.
Connection goes down repeatedly	Applies the fix each time the connection goes down and adds a work note to each issue.	Investigate the root cause. Repeated work notes for the same fix point to an underlying problem that automation repairs each time but doesn't resolve.
Instance is cloned	Can fix errors, such as inactive capture definitions, when the cloned connections go down.	Check the issue work notes before you complete the reestablish connection steps, and skip the steps that are already done.

Mitigation work notes

The work note on each mitigation issue is the record of what the system did. Use it to confirm a fix, find the cause of a failure, and tell automatic changes from changes that people made.

To view the work note, select the issue in the Issues list and select the **Activity** tab.

Issues that automatic mitigation resolves don't appear in the Issues list, because the list shows only unresolved issues. To view these issues, open the list for the `sn_sb_health_issue` table and filter on **[Mitigation state] [is] [Success]** and **[State] [is] [Resolved]**. Then open an issue and select the **Activity** tab.

Each work note includes the following information:

- The known error that the system detected.
- Each fix that the system ran.
- The result of each fix: Success, Failed, or Errored.

Mitigation work note results

Result in the work note	What it means	What to do
Success	The fix ran and the system confirmed that the error is gone. The issue is resolved.	Review what changed. No other action is required.
Failed	The fix ran, but the error is still present. For example, a required capture definition is missing. The issue stays open.	Complete the resolution steps for the issue, and then select Validate & Resolve .
Errored	The fix didn't complete. The issue stays open.	Complete the resolution steps for the issue. If the error recurs, contact Now Support.

Work notes that people add show the name of the user who added them. Work notes from automatic mitigation are added by the system.

Changes made without administrator action

Automatic fixes change records on your instance without approval. No one selects an action before these changes happen. Review the following changes against your security policies.

Note: Reactivates an inactive integration user for the connection.

Every change is recorded in the work notes of the related issue. For all the records that each fix changes, see [Automatic mitigations for known errors](#).

Note: The **Tier**, **Validation script**, and **Mitigation script** fields on known errors form are read-only.

Notifications for mitigation issues

Issues that automatic mitigation resolves don't send priority 1 notifications, because no action is needed. Issues that stay open follow the existing issue notification rules.

Related topics

[Health tab](#)

[Automatic mitigations for known errors](#)

[Known error code form](#)

[Reestablish connection after a clone for a provider](#)

[Reestablish connection after a clone for a consumer](#)

[List of scan checks](#)

AI in Service Exchange

Use ServiceNow Otto to automate connections in Service Exchange.

ServiceNow Otto brings generative AI skills and agentic workflows to Service Exchange. Agents can spend less time on manual order enrichment and fulfillment tasks, and more time on exceptions that need human judgment.

Within Service Exchange, ServiceNow Otto capabilities fall into two categories:

- **Agentic workflows:** Agentic workflows in ServiceNow Otto for Service Exchange help users complete tasks and get product. For information, see [Service Exchange onboarding agentic workflows](#). These workflows include registration assistance and product documentation answers.
- **Skills:** Individual generative AI capabilities that act on a record, such as summarizing an order.

Most skills and workflows are available directly on the relevant record page, and can also be started conversationally from the ServiceNow Otto panel. For more information about the panel, see [ServiceNow Otto panel](#) . To activate the panel, see [Activate the ServiceNow Otto panel standard chat](#) .

Most skills are inactive by default. To activate a skill in the AI Admin Hub, follow the general procedure in [Activate an AI skill](#) , selecting the **TMT** workflow group. To customize a skill's prompt directly in AI Skill Kit, see [Clone and edit a ServiceNow skill](#) . For input data and prompt customization sub-steps, see .

Service Exchange onboarding agentic workflows

Use the Service Exchange onboarding agentic workflow to register your consumers in Service Exchange.

Service Exchange onboarding agentic workflow overview

The Service Exchange onboarding agentic workflow helps providers register a consumer user in Service Exchange. It also helps identify any issues during consumer registration and helps you resolve those problems.

To modify the Service Exchange onboarding agentic workflow, you must duplicate the workflow and adjust the settings according to your requirements. For more information, see [Duplicate an agentic workflow](#) .

You can initiate the onboarding workflow from the ServiceNow Otto panel by entering the prompt `start onboarding`. For more information on the ServiceNow Otto panel, see [ServiceNow Otto panel](#) .

Access the Service Exchange onboarding agentic workflow

1. Navigate to **All > AI Agent Studio > Create and manage**.
2. Select *Service Exchange Onboarding*.

To create an agentic workflow, see [Create an agentic workflow](#) .

Test the Service Exchange onboarding agentic workflow

1. Navigate to **All > AI Agent Studio > Testing**.
2. On the Overview page, select **Test AI reasoning**.
3. Select the agentic workflow and version, and select **Start test**.

To test the use case, see [Manually test the execution of an agentic workflow](#) .

AI agents and their role in the Service Exchange onboarding agentic workflow

The following AI agents are used to execute the instructions for the Service Exchange onboarding agentic workflow.

To create an AI agent, see [Create an AI agent](#).

AI agents and their role in Service Exchange onboarding agentic workflow

AI agent	AI agent role
Registration Initiator	This AI agent assists in initiating the registration process and managing the early stages of the process.
Registration Error Monitor	This AI agent assists users with a summary of the Service Exchange errors, enabling them to make informed decisions and take the appropriate actions.
Registration Monitor	<p>This AI agent monitors registration life cycle events, validates registration status, and evaluates settings record creation. It posts concise success or failure updates to the registration task work notes to ensure clear visibility and accountability.</p> <p>Note: To use this agent, you must enable the When registration moves to WIP trigger. For more information about triggers, see Add a trigger to an AI agent.</p>

Generate summary for remote hands case record

Remote Hands Request Summarization generates a contextual summary of a Remote Hands case. It combines current case data with insights from similar historical cases using information submitted through the CSM portal.

Before you begin

Role required: Remote hands agent (sn_remote_hands_agent)

About this task

Remote Hands Request Summarization is an ServiceNow Otto capability that provides a contextual overview of a Remote Hands case. It combines current case data with insights from similar historical cases. Users with the Remote Hands Agent role can generate a summarized view of a Remote Hands case by selecting the **Summarize** option. This option is available from either the Remote Hands Case table or the CRM Workspace. The information displayed in the summary is populated from the data entered by the DCIM user in the Remote Hands case record. This data is submitted through the Customer Service Management (CSM) portal.

The Case Overview section displays key metadata retrieved from the Remote Hands Case table, including Case Category, Priority, Channel, and State. The Case Details section displays the Short Description and Description fields from the Remote Hands case record, providing detailed context about the current request. The Related Case Summary section is generated based on similar cases from the related cases present in the remote hands case record. Within this section, the Case Reference lists up to five similar cases identified by the system. The Case Issue displays the Short Description of each related case. The Case Resolution displays the Resolution Notes recorded in the related cases.

This skill available in the CRM Workspace and in Core UI

Procedure

1. Navigate to **Workspaces > CRM Workspace > Lists > Remote Hands Cases**.
2. Select a case record to open and review the case details.

3. Select **Summarize** to view the case summary.

The summary includes the overview of the case, case details, and related case summary. Switch to the Related Cases tab to view the related cases.

4. **Optional:** After you're finished summarizing a Remote Hands case, manage the results.

Option	Procedure
View more or less summary details	<ul style="list-style-type: none"> To see more details summary details, select the View more icon (). To see fewer summary details, select the View less icon ().
Provide feedback for the summary	<ul style="list-style-type: none"> If you think that the Remote Hands case summary was helpful, select the helpful icon (). If you think that the summary wasn't helpful, select the not helpful icon (). <p>This feedback improves the generative AI model and can help to improve the future versions of this skill. The system gathers the feedback on each generated summary and stores it in the generative AI logs (sys_generative_ai_log_list.do).</p>
Copy the case summary	Select the copy to clipboard icon () to use the Remote Hands case summary information for another purpose, such as pasting into an email.
View the information about the case summary	To check some details about the summary, select the more info icon ().

Service Exchange Knowledge Assistant agentic workflow

Use the Service Exchange Knowledge Assistant agentic workflow to get answers to Service Exchange questions directly in ServiceNow Otto.

Service Exchange Knowledge Assistant agentic workflow overview

The Service Exchange Knowledge Assistant agentic workflow helps users get answers to their Service Exchange related questions. Answers are grounded in documentation and knowledge articles that match the Service Exchange version installed on the instance. The workflow provides source links for every answer so users can verify the underlying documentation. To access this workflow, you must have the `sn_sb.admin` role.

To modify the Service Exchange Knowledge Assistant agentic workflow, you must duplicate the workflow and adjust the settings according to your requirements. For more information, see [Duplicate an agentic workflow](#).

You can initiate the workflow from the ServiceNow Otto panel by entering your question. For more information on the panel, see [ServiceNow Otto panel](#).

Access the Service Exchange Knowledge Assistant agentic workflow

1. Navigate to **All > AI Agent Studio > Create and manage**.
2. Select Service Exchange Knowledge Assistant.

To create an agentic workflow, see [Create an agentic workflow](#).

Test the Service Exchange Knowledge Assistant agentic workflow

1. Navigate to **All > AI Agent Studio > Testing**.
2. On the Overview page, select **Test AI reasoning**.
3. Select the agentic workflow and version, and select **Start test**.

To test the use case, see [Manually test the execution of an agentic workflow](#).

AI agents and their role in the Service Exchange Knowledge Assistant agentic workflow

The following AI agents are used to execute the instructions for the Service Exchange Knowledge Assistant agentic workflow.

To create an AI agent, see [Create an AI agent](#).

AI agents and their role in Service Exchange Knowledge Assistant agentic workflow

AI agent	AI agent role
Service Exchange Knowledge Assistant	This AI agent answers Service Exchange questions using documentation and knowledge articles curated for the Service Exchange version installed on the instance. It also cites the source documentation used to generate each answer.

Service Exchange for Providers

Use the Service Exchange for Providers application to create and publish catalogs of services, receive, and fulfill requests generated from consumers, and establish integrations with consumer instances.

Service Exchange Overview

As a provider, you can:

- Create and publish remote service catalogs for your consumers on their instances.
- Integrate your instance with your consumer's instance.
- Receive and fulfill service requests on your instance from your consumer's ServiceNow instance.

<p>Configure for providers</p>  <p>Learn how to install and configure Service Exchange for providers.</p>	<p>User for providers</p>  <p>Learn how to use Service Exchange for providers.</p>
--	---

If you're a consumer, see [Service Exchange for Consumers](#).

Related topics

[Service Exchange for Consumers](#)

Configure Service Exchange for Providers

To set up and configure the Service Exchange for Providers application, follow these steps.

Pre-installation checks

Check `glide.servlet.uri` property: Ensure that the `glide.servlet.uri` property in the Glide instance is set to the correct instance URL. An issue can occur when an instance is cloned from production, but still refers to the production URL for the `glide.servlet.uri` property.

Setting up Service Exchange for Providers

Task	Link
Install the Service Exchange for Providers application.	See Install Service Exchange for Providers .
Set up a new provider record.	See Set up a Service Exchange provider record .
Assign Service Exchange roles for providers.	See User roles for providers .
Create catalog personas.	See Create catalog personas .
Create remote choice definitions.	See Create remote choice definitions in Service Exchange for Providers
Create remote catalog items.	See Create remote catalogs in Service Exchange for providers .
Create remote task definitions.	See Create a remote task definition in Service Exchange for Providers .
Create transforms.	See Create a transform in Service Exchange .
Update Authorized Users settings.	See Update settings for authorized users

If you're a consumer, see [Configure Service Exchange for Consumers](#).

Related topics

[Configure Service Exchange for Consumers](#)

[Service Exchange](#)

Install Service Exchange for Providers

If you have an admin role, you can install the Service Exchange for Providers (sn_sb_pro) application. The application includes the demo data and installations that are related to ServiceNow® Store applications and plugins.

Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).

Role required: admin

About this task

The following plugins are automatically installed with the Service Exchange for Providers application:

- sn_req_criteria
- sn_sb
- sn_sb_rps
- sn_transport
- com.glide.hub.process.sync
- com.snc.ihub_spoke_util_pack

Apart from these, several components including roles, business rules, tables, and flows are also installed. For more information about the components that are installed with this application, see [Components installed with Service Exchange for Providers](#).

Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Service Exchange for Providers application (sn_sb_pro) by using the filter criteria and search bar.

You can search for the application by its name or ID. If you can't find the application, you might have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. In the application installation dialog, review the application dependencies.

This listing indicates, for each dependent plugin and application if it's being installed, is already installed, or must be installed. If any plugins or applications must be installed, you must install them before you can install Service Exchange for Providers.

4. If demo data is available and you want to install it, click **Load demo data**.

Demo data contains the sample records that describe the application features for common use cases. Load demo data when you first install the application on a development or test instance. If you don't load the demo data during installation, it's unavailable to load later.

5. Select **Install**.

Migrate from Service Exchange (legacy)

This section describes the process to migrate from the Service Exchange (legacy) version.

To migrate from the legacy version, follow the steps listed in [Service Exchange for Providers \(Legacy\) - Migration Utility \(KB1499823\)](#) .

Configure ServiceNow Otto[®] for Service Exchange

Configure the ServiceNow Otto for TMT application so that your agents can use the generative AI skills in CRM Workspace and in Core UI for service problem case.

Install ServiceNow Otto[®] for TMT

Install the ServiceNow Otto[®] for TMT sn_tmt_gen_ai plugin to configure and use agentic workflows and skills in Service Exchange.

Before you begin

Role required: admin

Procedure

1. Navigate to **Admin > AI Admin Hub > Settings**.
2. On the **Settings** page, select **Plugins**.
3. Select **Get plugins** on the card for the ServiceNow Otto for Telecommunications, Media, and Technology (TMT) plugin.
4. In the confirmation window, select **Install Plugin** to open the ServiceNow Store page for the plugin in a new browser tab.
5. Install the plugin from the ServiceNow Store page.
6. Return to the admin console.
7. In the dialog box, select **Refresh**.
8. Either close the dialog box to review all of your plugins, or select **View all <Plugin> Assists and Skills** to review the features of your new plugin.

Configure agentic workflows for Service Exchange

Duplicate and activate the Service Exchange agentic workflows, and complete any additional setup a specific workflow requires.

Agentic workflows included with the base system are read-only. Before you use one, duplicate it and activate it, along with any AI agents and triggers it depends on. See [Duplicate an agentic workflow](#)  and [Activate an agentic workflow template](#) .

Configure Service Exchange ServiceNow Otto for Telecommunications, Media, and Technology (TMT)

Configure the ServiceNow Otto for Telecommunications, Media, and Technology (TMT) application so that enterprise providers can use the Service Exchange Mapping Assist feature in the Core UI.

Before you begin

Role required: admin

Procedure

1. Install the ServiceNow Otto for Telecommunications, Media, and Technology (TMT) plugin (sn_tmt_gen_ai).
 - For information about the plugin dependencies and plugin activation order, see [Application information](#).
 - For information about the installation process, see [Install plugins for ServiceNow Otto](#) .
2. Navigate to **All > AI Admin Hub > Features** and access the **Features** tab of the console.
If you're already in the AI Admin Hub console, you can select the **AI Skills** tab on the screen.
3. Select **Customer** and select **TMT** in the Select product drop down list.
4. On the Service Exchange feature card, select **View details**.
5. In the All available Service Exchange skills section, select **Turn on**.
Your skill is configured and activated. Agents can now automatically generate transform mapping between the provider and consumer fields.

Automate transforms with ServiceNow Otto for TMT

Use the ServiceNow Otto for TMT Transform Mapping Assist feature to automatically transform inbound and outbound data between provider and consumer tables.

Before you begin

Role required: admin

About this task

The Transform Mapping Assist skill is designed to do the following:

- Automatically generate choice mappings between provider and consumer tables.
- Provide meaningful error messages if the inbound or outbound data cannot be transformed.
- Help save time and reduce manual effort by automating the transformation mapping process.
- Help reduce errors and enhance the quality of integrations through automatic mapping.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Transforms**.
2. Click **New** and create a simple transform.
See [Create a transform in Service Exchange](#) for instructions. The ServiceNow Otto for TMT Transform Assist Mapping can be used only with simple transforms.
3. Select the provider and consumer tables and the related fields.
4. Click **Mapping Assist**.

Transform mappings are generated and inserted into the Transform lines related list.

Note:

- The Transform Mapping Assist feature can be used only if you select choice list fields in the Provider and Consumer fields.
- You can delete all the generated transform lines to rerun the mapping if needed.
- If you try to create a transformation mapping between different types of fields, you will see the following warning message:

The selected fields are different. Are you sure you want to map these fields? This action may lead to unintended results.

Select **OK** to continue with the mapping. If no mappings are found, an error message is displayed. You can either review the configuration settings and modify as required or create the mappings manually.

Set up a Service Exchange provider record

Set up a new provider record to establish a unique identifier for the Service Exchange for Providers (sn_sb_pro) application.

Before you begin

- Role required: admin, sn_sb.admin
- This version of Service Exchange requires a global script that must be installed before you set up the Service Exchange for Providers application. Follow instructions in [KB1225292](#) on the Now Support instance to install the script.

About this task

This one-time setup task must be completed from your ServiceNow instance.

Procedure

1. Navigate to **All > Service Exchange Provider > Provider**.
2. Enter a name for the provider.
This can contain only alphanumeric characters and dashes. Names that include spaces or special characters result in an error.
3. Click **Submit**.

User roles for providers

Learn about the roles, skills, and tasks for the different users in the Service Exchange for Providers application.

A user role is a pre-configured role in the application that is made up of multiple granular roles. The user roles are designed to correspond to the common job titles for managers, analysts, and service owners in an IT organization. If you want your users and groups to have more access than a role permits, you can add more granular roles to your users and groups. If you want to limit the access for specific users and groups at the task level, you can remove the granular roles. You can also build custom roles and access controls (ACLs) to suit your needs.

User roles

Persona	Skills	Tasks	Roles
Developer	<ul style="list-style-type: none"> Is a certified ServiceNow administrator Is a certified ServiceNow application developer 	<ul style="list-style-type: none"> Creates provider connection records. Creates and maintains remote task definitions and transforms. Creates and maintains Workflow Studio flows to determine the request fulfillment processes. Creates and maintains remote record producers. 	<ul style="list-style-type: none"> admin sn_sb.admin <p>Note: If the user does not have the admin role, the catalog admin role is required to modify and publish Remote Record Producers.</p>
Administrator	Is a certified ServiceNow system administrator	<ul style="list-style-type: none"> Completes the Service Exchange registration requests. Assists the consumer's system administrator as needed. Publishes remote catalogs to the consumer's instance. Publishes remote task definitions to the consumer's instance. Troubleshoots Service Exchange transport payloads. 	<ul style="list-style-type: none"> admin sn_sb.admin sn_transport.admin
Provider Fulfiller	Has agent skills	<ul style="list-style-type: none"> Resolves consumer questions and issues. Engages in network operations when needed. 	<ul style="list-style-type: none"> *itil sn_sb.requestor *sn_customerservice_agent *incident_read *problem_read *change_read

User roles (continued)

Persona	Skills	Tasks	Roles
Consumer Requestor	End user	Makes requests from the Remote Catalog	sn_sb.requestor

Assign roles to groups for Service Exchange

Assign roles to control the actions that are available for each user. In ServiceNow, you assign roles by group rather than by individual user. When the job descriptions of users change, their roles are automatically updated.

Before you begin

Role required: admin

About this task

A user role is a preconfigured role in the application consisting of multiple granular roles. The user roles are designed to correspond to the common job titles for managers, analysts, and service owners in an IT organization. For more details, see [User roles for providers](#).

Procedure

1. Navigate to **All > User Administration > Groups**.
2. Select the group that you want to assign the role to.
3. In the Roles related list, select **Edit**.
4. Add the roles to the group.
5. Select **Save**.

Create catalog personas

Create catalog user personas to control the catalog items that consumers can access on their instance.

Before you begin

Role required: admin, sn_sb.admin

About this task

You can assign personas to Remote Record Producers (RRPs). Personas are associated with a Remote Record Producer, and an Entitlement is generated for that record producer and synced with the consumer instance. An Entitlement is generated for all personas on the consumer's instance. Finally, personas can be related to Authorized Users to access the Remote Record Producers.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Catalog Personas**.
2. Click **New**.
3. Enter a name and description for the catalog persona.
4. Click **Submit**.

Create remote choice definitions in Service Exchange for Providers

As a provider, define remote choice fields that allow consumers to retrieve choice data from their instances in real time.

Before you begin

- Role required for creating a Remote Choice Definition: `security_admin`
- Role required for creating Remote Choice fields: `admin`

Procedure

1. Elevate your role to `security_admin`.
2. Navigate to **All** > *Service Exchange* **Provider** > **Administration** > **Remote Choice Definitions**.
3. Click **New**.
4. On the form, fill in the fields.

Remote Choice Definitions form

Field	Description
Table	Name of the table that's available to your consumers to query for while they are selecting a catalog item on their service portal.
Name	Auto-assigned name that can be changed by an user with the <code>security_admin</code> role.
GlideRecordSecure	When this option is selected, all queries for this table follow the access control list (ACL) restrictions. When this option isn't selected: <ul style="list-style-type: none"> ○ Queries for this table ignore all ACL restrictions. ○ Reference qualifier conditions must be specified for each remote choice variable to limit data access.
AccountSecure	When this option is selected, all queries for this table limit the results that are based on the querying service account's Company field and the table's Company or Account field. <p>Note: This flag is available only on the tables with references to the company or account where the field is named <code>account</code>, <code>u_account</code>, <code>company</code>, or <code>u_company</code>.</p>
Short description	Additional information about the table.
Filter	Filter conditions that define the base conditions on the table.

5. Click **Save**.
6. Navigate to *Service Exchange* **Providers** > **Administration** > **Remote Catalog Items**.
7. Select a remote record producer and click **Edit**.

8. In the Variables related list, click **New**.

9. On the form, fill in the fields.

Remote Choice Variable form

Field	Description
Record producer table	Auto-selected table that appears when you select the field. This table can be selected manually if it isn't mapped to a field.
Type	Reference type.
Remote choice enabled	Option that you can select for a remote choice.
Catalog item	Name of the remote record producer.
Question	Questions that appear in a catalog record on your consumer's service portal.
Type Specifications	<ul style="list-style-type: none"> ○ Remote choice reference that includes the remote choice definition that you use for consumer queries for this variable. ○ Remote choice display field that includes the primary data value that appears to your consumers in their querying results. ○ Remote choice additional info field that includes the secondary data value that appears to your consumers in their querying results. ○ Remote choice dependent on field is a variable that this remote choice variable depends on. ○ Reference qualifier condition that includes the filter options that you define to limit the data that is returned by the definition.

10. Click **Submit**.

Result

A remote choice variable is created.

Create remote catalogs in Service Exchange for providers

As a provider, you can create remote catalogs to automate the task fulfillment process for your consumers.

By using remote catalogs, providers can maintain the development of shared catalogs on their instances and provide consumers with native catalog items in their instances.

The process for providers to create a remote catalog is as follows:

1. Create a remote record producer in a remote catalog. See [Create a remote record producers in a remote catalog in Service Exchange for Providers](#).
2. Create variables for remote record producers. See [Create variables for remote record producers in Service Exchange for Providers](#).
3. Associate flows to the record producers.

Create a remote record producers in a remote catalog in Service Exchange for Providers

Create remote record producers as part of creating a Remote Catalog in Service Exchange for Providers.

Before you begin

- Ensure that the catalog scope is set to Global.
- Role required: admin, sn_sb.admin

Note: Users without the admin role must be granted a catalog admin role to modify and publish remote record producers.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Remote Catalog Items**.
2. Click **New**.
3. On the form, fill in the fields.

Remote Record Producer New Record form

Field	Description
Name	Name of the remote record producer.
Application	This is a read only field and is set by default based on the application scope.
State	Shows the status of the remote record producer. When you create a remote record producer, this field is set to the Draft state. Note: This field is automatically updated when you Publish, Archive, or Retire a remote record producer.
Table name	Table name is Provider Task. This is a read only field.
Flow	Choose one of the default Service Exchange flows provided or create your own flow if required.
Active	This is a read only field and is enabled based on the Publish, Retire, Archive, or Delete actions.
Persona	Catalog personas that you want to assign to this record producer.
Compatibility	This field is populated by default. It shows the Service Exchange version that is being

Field	Description
	used by the provider. If the consumer is using a compatible Service Exchange version, data can be synced between the provider and consumer instances. But if the consumer is not using a compatible version, any new entitlements cannot be activated until the corresponding Service Exchange version is upgraded.
Short Description	Short description for the record producer.
Description	Detailed description for the record producer.

4. Click the link next to the Icon field to attach a picture.
5. Click the link next to the Picture field to attach a picture.

 **Note:** You can also delete the picture if it is no longer required.

6. Click **Submit**.
7. Add at least one variable.
See [Create variables for remote record producers in Service Exchange for Providers](#).
8. Add a consumer criteria.
9. Click **Publish** to publish the remote record producer and make it available in the provider and consumer instances.

What to do next

You can create multiple configuration revisions of this published remote record producer. For details on how to create a configuration revision, see [Create configuration revisions](#). You can also perform the following operations:

- Archive a configuration revision: See [Archive a configuration revision](#)
- Copy a configuration revision: See [Copy a configuration revision](#).
- Retire a configuration: [Retire a configuration](#).
- Delete a configuration: See [Delete a configuration](#).

Create variables for remote record producers in Service Exchange for Providers

Create variables for a remote record producer (RRP) in Service Exchange for Providers application.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Remote Catalog Items**.
2. Click a record producer that you want to create variables for.
3. Click the **Variables** tab in the Related List and then click **New**.
4. On the form, fill in the fields.

Variable New Record form

Field	Description
Type	<p>Supported variable types are as follows:</p> <ul style="list-style-type: none"> Attachment Break CheckBox Container End Container Split Container Start Date Date/Time Duration Email HTML IP Address Label List Collector Lookup Multiple Choice Lookup Select Box Masked Multiline text Multiple Choice Numeric Scale Reference Requested For Rich Text Label Select Box Single Line Text URL Wide Single LineText Yes/No <p>If you use unsupported variables, Service Exchange might not integrate the data in the right format.</p>
Catalog item	Catalog item that uses the variable.
Application	This is a read only field and is set by default based on the application scope.

Field	Description
Mandatory	<p>Option for making the variable mandatory as part of the ordering process.</p> <p>Note: This behavior is applicable only on a page load. You can change it by using client APIs.</p>
Active	This is a read only field and is enabled based on the Publish , Retire , or Edit actions.
Order	<p>Placement order of the variable on the catalog item page. You organize the variables from top to bottom, and from the least to the greatest order value.</p> <p>For example, a variable with an order value of 1 is placed ahead of other variables with higher-order values.</p>
Question	Question that you can ask users who are ordering the catalog item to obtain related information.
Name	<p>Name to identify the question.</p> <p>Note: If this field is empty, its value is auto-populated based on the Question field for all variable types except Break, Container Split, and Container End.</p>
Tooltip	Tooltip text to display when users point to the variable. Enter a brief note to describe the purpose of the question.
Example Text	<p>Question field hint that appears before a user enters a value.</p> <p>You can use a hint for the following variables:</p> <ul style="list-style-type: none"> IP Address Email URL Single Line Text Wide Single Line Text Multiline Text Date Date/Time
Type Specification	<p>Values specific to the type of variables.</p> <p>You can add scripts by selecting Use reference qualifier condition as Advanced.</p>

5. Optional: Add scripts in the variable.

- a. On the *Variable* form, in the **Type** drop-down menu, select **Reference**.
- b. In the **Type Specifications** tab, select the **Use reference qualifier** as **Advanced**.
- c. In the **Reference qualifier** text field, add your scripts.

6. Click Submit.

Repeat the process to create additional variables for the same remote record producer.

Creating entitlements in Service Exchange for Providers

Using consumer criteria associated with record producers and other configurations, Service Exchange automatically generates the entitlement records that are replicated to eligible consumer instances.

Consumer Criteria records are used to entitle *Service Exchange* content, such as Remote Record Producers and Remote Task Definitions, to Service Exchange consumers. Consumer criteria enables you to ensure that a consumer has access only to the appropriate Service Exchange content. Using consumer criteria, you can entitle content explicitly to a single customer or to multiple customers.

A few examples of how you configure the consumer criteria are given below. For example, you can entitle content:

- To a specific consumer.
- To all consumers that have an active sold product of a specific model.
- To all consumers that have an active service contract.

The Service Exchange entitlement process runs as a scheduled job each night. During the entitlement process, filters defined in the condition builder of the consumer criteria record are applied to the selected table to find records that match the condition. If a matching record is found, the associated Service Exchange content is entitled to the consumer. For example, when a consumer with an active sold product creates an order, the appropriate Service Exchange content is automatically entitled to the consumer. Entitlements are updated daily, reflecting changes if the data in the tables being queried has changed.

Benefits

Your consumers can see and request the content entitled to them. A scheduled job runs nightly and updates the entitlements, based on any changes made to the tables or records that are queried by the consumer criteria. Additionally, entitlements are checked immediately when updates are made.

You can update Service Exchange entitlements in the following ways:

- Define the consumer criteria in the Remote Record Producer.
- Register a new consumer in Service Exchange.
- Click the **Refresh Entitlements** related link in the Consumer Connections record or the Provider record.

Define a consumer criteria

To define a consumer criteria, see [Create a consumer criteria](#).

Create a consumer criteria

Using consumer criteria associated with record producers and other configurations, Service Exchange automatically generates the entitlement records that are replicated to eligible consumer instances.

Before you begin

Role required: admin

Procedure

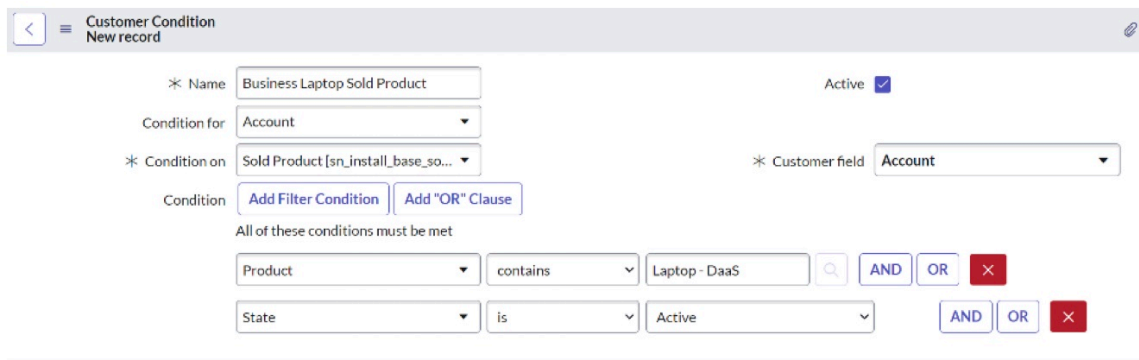
1. In the Consumer Criteria related table, select **New**.
2. In the **Condition** field, select the Lookup using list icon, and then either select an existing condition or create a new condition .

Option	Action
Select existing condition	From the list, select an existing condition.
Create a new condition	<p>a. In the <i>Entity Criteria</i> popup, select New.</p> <p>b. On the Consumer criteria new record form, fill in the fields.</p> <p>For a description of the field values, see Consumer criteria new record form.</p> <p>c. Select Submit.</p> <p>d. From the criteria list, select your criteria.</p>

Example: Consumer criteria

The following examples show how consumer criteria can be configured.

This consumer criteria can be used to entitle content to *Service Exchange* customers that have an active sold product where product name contains **Laptop – DaaS**.



Customer Condition New record

* Name: Business Laptop Sold Product Active: ☒

Condition for: Account

* Condition on: Sold Product [sn_install_base_so...]

* Customer field: Account

Condition: [Add Filter Condition](#) [Add "OR" Clause](#)

All of these conditions must be met

Product contains Laptop - DaaS AND OR

State is Active AND OR

This consumer criteria entitles content to the Boxeo Service Exchange consumer. It is used to query the Service Exchange Connection table and is filtered with Boxeo as the consumer.

This consumer criteria entitles content to Service Exchange consumers that have an active contract where the Contract model is Print Solution and the Contract Type is Service Contract.

Using variable sets with Remote Record Producers

Use single and multi-row variable sets with remote record producers.

Variable sets allow you to create a collection of variables that can be reused across multiple catalog items and order guides. Using variable sets saves time because you do not have to create the same variables individually for many catalog items. Also, when variables should be modified, you can modify the variable set and the changes are reflected across all the remote record producers that are associated with the variable set.

As a provider, you can create and associate variable sets with remote record producers. Any changes made to these variable sets are automatically synced to the remote record producers that the consumers are entitled to. You can create the following types of variable sets:

- **Single-row variable set:** Use a single-row variable set to capture data from variables that are grouped together.
- **Multi-row variable set:** Use a multi-row variable set to capture variable data in a grid layout for a group of entities. For example, for HR during the reorganization of employees, a single remote record producer should be able to capture the relevant information such as the department and manager for a group of employees.

Note:

- Variable sets containing variables with unsupported variable types (Custom, Custom with Label, and UIPage) will not be synced until the invalid variables are removed.
- Remote record producers containing invalid variable sets cannot be published. To publish the remote record producer, you must either resolve the validation issues or unassign the invalid variable set from the remote record producer.

For more details on variable sets and how they are used, see [Service catalog variable sets](#).

Create a variable set in Service Exchange for remote record producers

Create variable sets for a remote record producer in Service Exchange for Providers application.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Remote Catalog Items**.
2. Click a record producer that you want to create variables for.
3. Click the **Variable Sets** tab in the Related List and then click **New**.
4. Select one of the following:
 - **Single-Row Variable Set**: Creates a variable set with variables that are grouped together. Type field is set to **Single Row**.
 - **Multi-Row Variable Set**: Creates a variable set with multiple rows that captures variable data in a grid layout. Type field is set to **Multi Row**.
5. Fill in the fields on the form.

Field	Description
Title	Title of a variable set.
Internal name	Variable set name for internal use. If this field is left blank, it is auto-populated based on the Title field.
Order	Order number for the variable set.
Type	Type of the variable set. Possible choices are: <ul style="list-style-type: none"> ○ Single Row ○ Multi Row
Application	Applications that can use this variable set.
Display title	If selected, adds a title and an expandable header to the right of the variable set.
Variable Set attributes	Attributes for configuring a multi-row variable set. Use the <i>max_rows</i> attribute to set a limit to the number of rows that you can add to a multi-row variable set. For example, specify <i>max_rows=1</i> as the field value.
Layout	The layout display. Set to 1 Column Wide or 2 Columns Wide, alternating sides or 2 Columns Wide, one side, then the other .
Description	Description of the variable set.

6. Right-click and select **Save**.
7. Create the variables to use in that set.

- a. In the Variables related list, click **New**.
- b. Follow the steps listed in [Create variables for remote record producers in Service Exchange for Providers](#) to create variables.

Note: For a multi-row variable set:

- The included variables are displayed as columns of a table.
- The column order is the order of variables defined in the variable set.

8. Click **Submit**.

Repeat the above steps to create additional variable sets for the same remote record producer.

For more information on variable sets and the layout, see [Variable set layout](#).

Remote task definition

A remote task definition (RTD) is the provider-side configuration that determines how tasks synchronize between a provider and consumer instance in Service Exchange. It defines the linked tables, the field mappings, and the consumer entitlements.

An RTD doesn't represent an actual piece of work. It is the reusable blueprint that a remote task is created from whenever an incident, case, or service request needs to synchronize between the provider and consumer instances.

What an RTD defines

An RTD links one provider table and one consumer table, for example Case to Incident, and specifies the following information.

- Inbound fields: data the provider receives from the consumer when a remote task is created or updated.
- Outbound fields: data the provider sends to the consumer.
- Virtual fields: fields that exist on one side's table but not the other. Since there's no matching field to map to, the value comes from a transform instead of a direct mapping.
- Consumer criteria: which consumers are entitled to use this RTD.

When the RTD is published, the system automatically generates remote task variables from the inbound fields. These variables render on the actual remote task form.

Lifecycle

A remote task definition moves through Draft, Published, Inactive, Archived, and Retired states. Publishing entitles the RTD to matching consumers. You can revise a published RTD through a configuration revision. Checking out an RTD creates a new Draft version. When you publish that version, the system moves the previous version to Inactive rather than removing it. This ensures existing consumers continue working until they explicitly upgrade.

The following table lists the tasks for creating an RTD and for creating a remote task from a RTD.

Link	Created in	Description
Create a remote task definition in Service Exchange for Providers	Service Exchange	An administrator selects the provider and consumer tables directly, then maps each inbound and outbound field manually.
Create a remote task using Workflow Studio in Service Exchange for Providers	Workflow Studio	A flow, built once, creates a remote task automatically from a published RTD whenever its trigger condition is met.

Create a remote task definition in Service Exchange for Providers

As a provider, create remote task definitions (RTD) that trigger the assignment of a remote task.

Before you begin

Role required: admin

About this task

Before you can create a remote task, you must first create an RTD. A remote task is generated based on the RTD you define. To learn more about how RTD and remote task works, see [Remote tasks](#).

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Remote Task Definitions**.
2. Select **New**.
3. On the form, fill in the fields.

Remote Task Definition form

Field	Description
Name	Name of the remote task definition record.
Application	This is a read-only field and is set by default based on the application scope.
State	Shows the status of the remote task definition. When you create a remote task definition, this field is set to the Draft state. Note: This field is automatically updated when you Publish, Archive, or Retire a remote task definition.
Provider table	Any task table that you select from the list. For example, you can choose a case table or an incident table.
Consumer table	Any task table that you select from the list. For example, you can choose a case table or an incident table.
Compatibility	This field is populated by default. It shows the Service Exchange version that is being

Field	Description
	used by the provider. If the consumer is using a compatible Service Exchange version, data can be synced between the provider and consumer instances. But if the consumer isn't using a compatible version, any new remote task definitions can't be activated until the corresponding Service Exchange version is upgraded.
Send attachments	Option to enable sending an attachment added on the parent record to the remote task. Note: When data, such as an attachment or task, is shared with another instance through Service Exchange, it becomes part of that instance's data. Service Exchange does not delete data on remote instances; the receiving instance must handle the deletion if required.
Maintain SysID	Option that enables the system to create the new parent task on the consumer instance with the same sys_id as the parent record on the provider instance.
Short description	Brief information about this remote task definition.
Description	More detailed information about this remote task definition.

4. Select **Submit**.

5. Open this new Remote task definition record.

6. On the **Inbound fields** related list, select **New**.

Starting from Service Exchange version 2.2.x, an inbound field record is created with the source and target fields set as comments. This record enables comment-to-comment mappings for your RTD.

7. On the form, fill in the fields.

Inbound fields receive data from the consumer instance when a remote task is created or updated.

Note: If the inbound field values are updated, the updated information is shown in a work note on the parent record.

Inbound field form

Field	Description
Field label	Field label that appears on the remote task form.
Field name	Field name that is used in the remote task flow and script.

Field	Description
Max length	Maximum length of the source field name.
Sync when	<p>Enables you to specify when a target field on the remote task's parent record is directly updated. You can select:</p> <ul style="list-style-type: none"> ○ Insert: Updates the target field on the remote task's parent record only when the remote task is initially inserted. ○ Insert or Update: Updates the target field on the remote task's parent record every time the remote task is updated. ○ Never: The inbound field never updates a target field on the remote task's parent record directly. For example, you can use this field for state mapping where a flow is used to convert the incoming value before updating the target field. <p>Note: Irrespective of the option you select here, whenever an inbound field is updated, the changes are reflected in a worknote on parent record.</p>
Application	This is a read-only field and is set by default based on the application scope.
Remote task definition	Name of the remote task definition that this inbound field maps to.
Active	This field is enabled by default.
Virtual	<p>Option to enable virtual inbound field mapping. A virtual field is a field that is present in the target table but does not exist in the source table.</p> <p>When a source table doesn't contain a field that exists on a target table, the field is configured as a virtual field. The values specified for the virtual field are passed from the source instance to the target instance. The consumer can create a remote task to sync data and update the value of the virtual field in the associated target task record.</p> <p>The target field can be updated either by using the Virtual Inbound option described in the Create a transform in Service Exchange or by using the <code>updateVirtualField</code> API.</p>
Source Mapping	This tab appears only when Virtual check box is selected to define a virtual field mapping.

Field	Description
Source table (read-only)	The Consumer table that you selected while creating the remote task definition.
Source field	Field from the source table that is sent to another ServiceNow instance. Source fields allow for Dot-walking to data in related tables  , which is useful when reference data is not available between ServiceNow instances. For example, you can create multiple inbound mappings for change incidents (CIs) to include the name, class, IP address, and asset tag.
Target Mapping	This tab displays only in the following conditions: <ul style="list-style-type: none"> ○ Sync when: You select Insert or Insert or update. ○ Virtual: You select this check box to enable virtual field mapping.
Target table (read-only)	The Provider table that you selected while creating the remote task definition.
Target field	Field from the target table that is sent to another ServiceNow instance. Note: If you're defining a virtual field mapping, the field you select in the target table is not present in the source table.

8. Select **Submit**.

9. On the **Outbound fields** related list, Select **New**.

Starting from Service Exchange version 2.2.x, an outbound field record is created with the source and target fields set as comments. This record enables comment-to-comment mappings for your RTD.

10. On the form, fill in the fields.

Outbound fields send data to the consumer instance when a remote task is created or updated.

Outbound field form

Field	Description
Field label	Name of the field label that appears on the remote task form.
Field name	Field name that is used in the remote task flow and script.
Max length	Maximum length of the field name.
Sync when suggestion	Enables you (the provider) to suggest to the consumer when a target field on the remote

Field	Description
	<p>task's parent record should be directly updated. The consumer can change this setting before activating the definition</p> <ul style="list-style-type: none"> ○ Insert: Updates the target field on the remote task's parent record only when the remote task is initially inserted. ○ Insert or Update: Updates the target field on the remote task's parent record every time the remote task is updated. ○ Never: The inbound field never updates a target field on the remote task's parent record directly. For example, you can use this field for state mapping where a flow is used to convert the incoming value before updating the target field.
Application	This is a read-only field and is set by default based on the application scope.
Remote task definition	Name of the remote task definition that this outbound field belongs to.
Active	This field is enabled by default.
Virtual	<p>Select this check box to enable virtual inbound field mapping. A virtual field is a field that is present in the target table but does not exist in the source table.</p> <p>When a source table doesn't contain a field that exists on a target table, the field is configured as a virtual field. The values specified for the virtual field are passed from the source instance to the target instance.</p> <p>The target field can be updated either by using the Virtual Outbound option described in the Create a transform in Service Exchange or by using the <i>updateVirtualField API</i>.</p>
Sync pre-existing entries	<p>Option to enable synchronization of all existing comments to the target task when a connection is established. If enabled, any comments made prior to the connection gets included in the sync process when a remote task is created.</p> <p> Note: This feature is available from Service Exchange version 2.2.x.</p>
Source Mapping	This tab appears only when Virtual check box is selected to define a virtual field mapping.

Field	Description
Source table (read-only)	The Provider table that you selected while creating the remote task definition.
Source field	<p>Field from the source table that is sent to another ServiceNow instance.</p> <p>Source fields allow for Dot-walking to data in related tables, which is useful when reference data is not available between ServiceNow instances. For example, you can create multiple inbound mappings for change incidents (CIs) to include the name, class, IP address, and asset tag.</p> <p>Note: From Service Exchange version 2.2.x, you can create</p>
Target Mapping	<p>This tab displays only in the following conditions:</p> <ul style="list-style-type: none"> Sync when: You select Insert or Insert or update. Virtual: You select this check box to enable virtual field mapping.
Target table	The Consumer table that you selected while creating the remote task definition. This is a read-only field.
Target field	<p>Field from the target table that is sent to another ServiceNow instance.</p> <p>Note: If you're defining a virtual field mapping, the field you select in the target table is not present in the source table.</p>

11. Select **Submit**.

12. On the **Consumer criteria** related list, select **New**.

13. On the form, fill in the fields.

Consumer criteria enable you to manage which consumers can use these remote task definitions.

Consumer criteria form

Field	Description
Consumer condition	Customer company or account that you want this remote task definition to be entitled to.
Remote task definition	Name of this remote task definition record. This name is auto-filled.

For more details on consumer criteria, see [Creating entitlements in Service Exchange for Providers](#).

14. On the **Transforms** related list, select **New** to add new transform inline.
Enables you to manage which transforms are linked to any specific RTD.

Associated Transform form

Field	Description
Transform	Transform record linked to this remote task definition.
Identity	Reference to the RTD's identity record, not its sys_id. Keeps the link valid across RTD revisions, so a republished RTD doesn't need to be re-linked.

15. Select **Publish**.

Remote task variables are automatically created when you publish a remote task definition. These variables are the data variables for the inbound fields displayed and can be accessed on the remote tasks.

Result

A remote task definition record is created on your instance. This record is also synchronized with your customer's instance and is now pending activation on your consumer's instance. If the **Auto activate remote task definition** field has been enabled by the consumer, the remote task definition is automatically activated on your consumer's instance.

What to do next

You can create multiple configuration revisions of this published remote task definition. For details on how to create a configuration revision, see [Create configuration revisions](#). You can also perform the following operations:

- Archive a configuration revision: See [Archive a configuration revision](#)
- Copy a configuration revision: See [Copy a configuration revision](#).
- Retire a configuration: [Retire a configuration](#).
- Delete a configuration: See [Delete a configuration](#).

Related topics

[Remote tasks](#)

Create a remote task using Workflow Studio in Service Exchange for Providers

As a provider, proactively create remote tasks for your customers by using Workflow Studio.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Flow Designer**.
2. On the Flow Designer landing page's main header, select **New > Flow**.
3. In the Flow properties window, fill in the following fields.

Flow properties fields

Field	Action
Flow name	Enter the name of your flow
Description	Description of your flow
Application	Global
Domain	Global
Protection	None
Run As	System User

- Under the TRIGGER section, select **Add a trigger**.
- In the Trigger section, fill in the following fields and click **Done**.

Trigger section fields

Field	Value
Trigger	Created or Updated.
Table	Table name that you want to create for your consumer. For example, a Case [sn_customerservice_case].
Condition	Details of the filter. For example, Account is consumer - name.
Run Trigger	For every update

Note: For Advanced Option fields, don't change any values.

- Under the ACTIONS section, select **Add an Action, Flow Logic, or Subflow**.
- Click **Action** > *Service Exchange for Providers* > **Create remote task for Consumer**.
- Fill in the following fields.

Field	Value
Action	Create remote task for Consumer
Task record [Task]	Trigger - Record Created or Updated - Record
Remote task def record	Select the remote task definition from the list.

- Select **Done** and click **Save**.

Result

A remote task is created on your (provider) ServiceNow instance and it gets synchronized on the consumer's ServiceNow instance.

Publish catalog items as remote record producers

As a provider, you can copy your local catalog items to Service Exchange as remote record producers (RRP) enabling you to avoid manual re-creation of catalog items as RRP.

Before you begin

Make sure that the catalog items you want to copy meet the following requirements:

- Must be in the published state
- Must not have been already copied to Service Exchange

Role required: admin

About this task

By default, you can copy hardware, software, record producers, and general catalog items to RRP, either individually or in bulk. You can copy other catalog items as well by creating a property file to include all the catalog item type you want to copy.

 **Tip:** If you create a system property, make sure to select the application scope as Service Exchange provider.

After you copy, you can edit and publish these RRP.

Procedure

1. Navigate to **All** and type `sc_cat_item.list` in the navigation filter.

2. Select the catalog item.
You can select more than one.

By default, you can copy 20 catalog items as RRP at a time. If you want to change the limit, you need to add the `sn_sb_pro.max_batch_size_covertable_catalog_items` system property, which is of type Integer.

3. From the action menu, select **Publish to Service Exchange**.

A message is displayed stating the publishing status.

- If the publishing to Service Exchange is successful, a success message is displayed.
- If the publishing isn't successful, a failed message is displayed.

Resolve the failed process by reviewing the logs to identify the issues, fixing the issues, and trying to publish to Service Exchange again.

4. View copied RRP by selecting **Click here** in the success message.

5. Review the copied RRP for accuracy.

6. Add a variable to each RRP if not already available.

Each RRP must have at least one variable. You can add more than one variable. For more details, see [Create variables for remote record producers in Service Exchange for Providers](#).

7. Add a flow to the RRP using **Flow** field.

Each RRP must have a flow. Choose one of the default Service Exchange flows provided or create your own flow if required.

8. Add a consumer criteria.

9. Select **Publish**.

Create catalog client scripts

As a provider, create catalog client scripts in Service Exchange to control the behavior of the catalog items when presented to your consumers.

Before you begin

You must be using Service Exchange version 2.1.x+.

Role required: admin

About this task

You can apply catalog client scripts to a catalog item or a variable set. These scripts run on the browser instead of the server, enables you to control the information that the consumer submits better.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Remote Catalog Items**.
2. Select the Remote record producer.
You can select only record producers with a Compatibility field value of 2.1.x+.
3. In the *Remote record producer* form, select the Catalog Client Scripts related list and then select **New**.
4. On the form, fill in the fields.
For a description of the field values, see [Catalog client script new record form](#).
5. Select **Submit**.

Create a transform in Service Exchange

As a provider or a consumer, create a transform in Service Exchange to integrate tasks between connected instances.

Before you begin

Role required: admin

About this task

The following steps describe the transform process for providers. Consumers can navigate to **All > Service Exchange Consumer > Transforms** and follow the same process.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Transforms**.
2. Select **New**.
3. On the form, fill in the fields.

Transform form

Field	Description
Number	Auto-generated number for the transform record.
Company	Consumer name for whom this transform is applicable.

Field	Description
All Companies	<p>If this is selected, the transform runs for all companies except those with the same company level transform.</p> <p>Use this field to create a default transform definition that can be applied to all companies. The All companies field eliminates the need to define a specific transform for each customer account even when they have similar requirements. You can use the default definition to transform specific fields across all companies simultaneously.</p> <p>The global transform is applied only to companies that match the configuration and do not have a specific transform already defined. If a company specific transform for the same configuration already exists, this will override the global transform.</p>
Type	<ul style="list-style-type: none"> ○ Simple: Used when the field has a known and stable choice list on each instance. A related list of transform lines is created to match the inbound and outbound values. ○ Advanced: Used for complex criteria that requires a script to determine the new value. ○ Virtual Inbound: Used to transform a virtual inbound field. Requires a script to determine the new value. ○ Virtual Outbound: Used to transform a virtual outbound field. Requires a script to determine the new value.
Inbound	Option that enables an inbound transformation for this transform. This option is available only if you select the Type as Simple or Advanced.
Outbound	Option that enables an outbound transformation for this transform. This option is available only if you select the Type as Simple or Advanced.
Provider table	Option that designates the provider's task table. For example, Case.
Consumer table	Option that designates the consumer's task table. For example, Incident.
Provider field	Option that designates the provider's field. For example, State. This field is available only if you select the Type as Simple or Advanced.

Field	Description
Consumer field	Option that designates the consumer's field. For example, State . This field is available only if you select the Type as Simple or Advanced.
Virtual field	When Type field is set to Virtual Inbound or Virtual Outbound , this field is available to reference the virtual field this transform should populate.

4. Select **Save**.

5. Select one of the following:

a. **Simple:** Select **New** in the Transform lines related list, and fill in the fields on the form.

Transform lines form

Field	Description
Provider label	Option that designates the provider's choice label. For example, Open.
Provider value	Option that designates the provider's choice value. For example, 10.
Customer label	Option that designates the customer's choice label. For example, Progress.
Customer value	Option that designates the customer's choice value. For example, 2.

Note: You can generate transform mappings between provider and consumer tables automatically using the Transform Mapping Assist feature. For more information, see .

b. **Advanced:** Use a script to define the outbound and inbound labels and values as shown in the following example:

```
output.value=input.value;
output.label=input.label;

var ci=new GlideRecord('cldb_ci');

if(direction=='inbound'){
    if(ci.get('correlation_id',input.value)){
        output.value=ci.sys_id+";
        output.label=ci.getDisplayValue();
    }
}
if (direction=='outbound'){
    if(ci.get(input.value)){
        if(ci.correlation_id){
            output.value=ci.correlation_id+";
            output.label=input.label;
        }
    }
}
```

- c. Virtual Inbound:** Use a script to determine the inbound label and value as shown in the following example:

```
var inputArr = input.value.split(',');
var outputValues = [];
var outputLabels = [];
for (i in inputArr) {
    getInstanceID(inputArr[i]);
}
output.value = outputValues+'';
output.label = outputLabels+'';

function getInstanceID(name) {
    var gr = new GlideRecord('cldb_ci_server');
    if (gr.get('name', name)) {
        outputValues.push(gr.sys_id+'');
        outputLabels.push(name);
    }
}
```

- d. Virtual Outbound:** Use a script to determine the outbound label and value as shown in the following example:

```
/*
** The 'input' object contains the original value and label
** 'direction' contains an 'inbound' or 'outbound' value to
determine transform direction
** 'object_data' contains the Remote Task GlideRecord
** It is required to set the variables 'output.value' and
'output.label' with your script.
*/
output.value = 'condev,conprod';
output.label = 'condev,conprod';
```

6. Select **Submit.**

7. On the transform form, select **Activate.**

- 8. On the **Transform lines** related list, select link/unlink to associate this transform with one or more remote task definitions.**

Result

A transform record is created on your ServiceNow® instance. Any Remote Task's inbound or outbound fields that match a transform will automatically use them. To learn more, see [Create a remote task definition in Service Exchange for Providers](#).

Create configuration revisions

As a provider, you can edit and create revisions of entitlements that contain updated functionality that can be developed and deployed to consumers.

When the new revision is deployed, consumers can either activate and use the new revision, or continue to use the old revision. The new revision can be activated only if the consumer is using a Service Exchange application version that is compatible with the Service Exchange application version compatibility set on the revision. If the consumers want to use the new revision, they must upgrade their Service Exchange application to the minimum compatibility that is set on the configuration.

Configuration revision life cycle

A configuration can be one of the following:

- Remote task definition
- Remote record producer

Note: The following sections describe the various stages in the configuration revision life-cycle of a remote task definition. You can:

- [Create a configuration revision](#)
- [Archive a configuration revision](#)
- [Retire a configuration](#)
- [Copy a configuration revision](#)
- [Delete a configuration](#)

You can follow the same process to create revisions for a remote record producer.

Create a configuration revision

1. Navigate to the **All > Service Exchange Provider > Remote task definitions**.
2. Select the remote task definition for which you want to create a configuration revision.

Note: The remote task definition that you select must be in the **Published** state.

The screenshot shows the 'Remote task definition' form for 'BK Request Item RTD'. The form includes fields for Name, State (Published), Application (Global), Provider table, Consumer table, Compatibility (2.0+), Short description, and Description. There are also checkboxes for 'Send attachments', 'Copy attachment to parent', and 'Maintain SysID'. At the bottom, there are buttons for 'Checkout', 'Copy', and 'Retire'.

Note the *Compatibility* field. This field shows the Service Exchange version that is being used by the provider. If the consumer is using a compatible Service Exchange version, data can be synced between the provider and consumer instances. But if the consumer isn't using a compatible version, any new entitlements can't be activated until the corresponding Service Exchange version is upgraded. See [Mismatched version support](#) for additional information.

3. Select **Checkout**.
4. A new revision of the configuration is created and the State is set to **In Draft**.

The screenshot shows the 'Revisions (1)' tab. It contains a table with the following data:

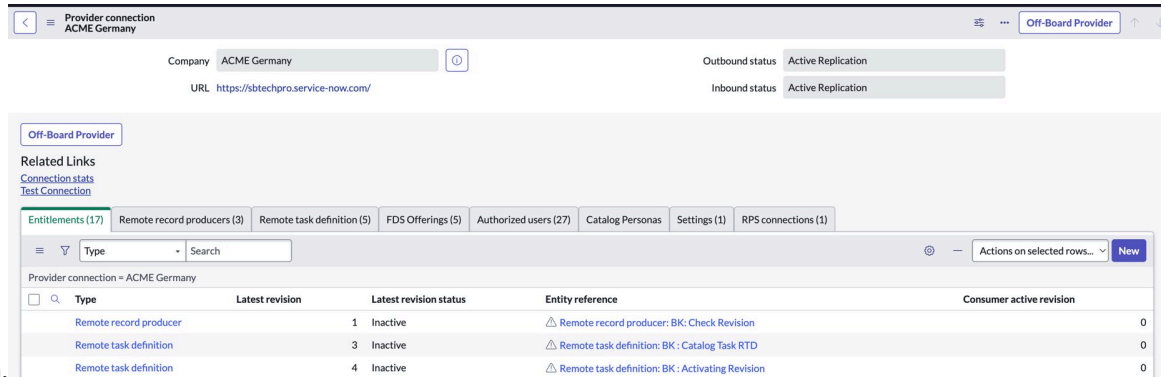
State	Name	Revision	Created
Published	BK Request Item RTD	1	2024-06-03 01:02:44

You can view the older revision by navigating to the Revisions tab under the Related List section. As you can see in the preceding image, the older revision is still in the **Published** state.

- Make the necessary changes and select **Save** to save the changes. Select **Publish** to activate the newly created configuration revision. The newly activated revision is synced to the consumer instance. The State of the older revision is set to **Inactive**.

Note: The inactive configuration is still available to the consumers and data synchronization will continue until this configuration is either archived or retired.

- On the consumer instance, navigate to **Service Exchange Consumer > Provider Connections**. You can see the newly published configuration revision under the Entitlements tab in the Related Links



section.

- Select the newly published configuration reference and select the **Entity reference** link to navigate to the Remote task definition page.
- Select **Activate** to activate the new configuration revision. When the new revision is activated, the earlier revision moves to an **Inactive** state. Consumers can continue to use the earlier revision until it's archived or retired.
- You can create multiple configuration revisions for a single configuration but only the latest published revision is active and can be used by the consumers.

Note:

- If you create a configuration revision and select **Save**, the revision is set to the **Draft** state. If you open the **Published** revision of this configuration, you'll notice that the **Checkout** and **Retire** options are unavailable. In this case, you must open the draft version to make any changes.
- If the newly created draft revision isn't required, select **Cancel** to delete that draft revision. The already published revision is available to **Checkout** or **Retire**.

Archive a configuration revision

You can archive an inactive configuration revision. When a revision is archived by the provider, it's deactivated and the State is set to **Archived** on the consumer instance. The following steps describe how to archive a remote task definition configuration revision. The same process is applicable to the remote record producers and foundation data sync offerings.

- Navigate to the **All > Service Exchange Provider > Remote task definitions**.
- Select a remote task definition in the list.
- Navigate to the **Revisions** tab in the Related List.
- Select the inactive revision that you want to the archive.
- Click **Archive** to deactivate the remote task definition. Once archived, this revision is no longer available to consumers.

Note: You can't Publish, Update, or Checkout an archived configuration revision. You can use the **Copy** option to make a copy of the configuration.

Retire a configuration

You can retire a published configuration. When you retire a configuration, the entire set of revisions associated with the configuration are retired. To retire a configuration, follow these steps:

1. Navigate to the **All > Service Exchange Provider > Remote task definitions**.
2. Select a remote task definition configuration on the list.
3. Select **Retire** and then select **OK**. Once retired, this configuration is no longer available to consumers.

Note: This option retires published and inactive configuration revisions. But configuration revisions in the **Archived** state aren't retired.

4. If you want to use the remote task definition again, you can:
 - Select **Checkout** to create a new configuration revision.
 - Select **Copy** to make a duplicate copy of the new configuration.

Copy a configuration revision

You can make a duplicate copy of a configuration revision that is one of the following states:

- Published
- Inactive
- Archived
- Retired

1. Navigate to the **All > Service Exchange Provider > Remote task definitions**.
2. Select a remote task definition configuration revision that is in any of the preceding states.
3. Select **Copy** to make a copy of the configuration revision.

Delete a configuration

You can delete a configuration that has been retired. There may be many retired revisions present but the **Delete** option is available only for the latest retired configuration revision. When a revision is deleted, the entire configuration set is deleted.

1. Navigate to the **All > Service Exchange Provider > Remote task definitions**.
2. Select a remote task definition that is in the **Retired** state.
3. Select **Delete** to delete the configuration if it's no longer required. Once deleted, all records associated with this identity are deleted and can't be undone.

Activate Service Exchange FDS for provider

You can activate the Service Exchange Foundation Data Sync for Providers plugin (sn_fds_pro) for provider if you have the admin role. The application includes demo data and installs related ServiceNow® Store applications and plugins if they aren't already installed.

Before you begin

Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#) .

When you install Foundation Data Sync for Providers, Foundation Data Sync plugin (sn_fds) is installed automatically.

Verify the Security Center plugin (sn_vsc) is upgraded to the version 3.2.x or above to avoid any operational issues with FDS.

Role required: admin

About this task

Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Foundation Data Sync for Consumers application (sn_fds_pro) using the filter criteria and search bar.

You can search for the application by its name or ID. If you can't find the application, you may have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. In the Application installation dialog box, review the application dependencies.

All dependent plugins and applications that are included, or must be installed are listed in the dialog box.

4. **Optional:** If demo data is available and you want to install it, select **Load demo data**.

(Optional) Demo data comprises sample records that describe application features for common use cases. Load demo data when you first install the application on a development or test instance.

Important: If you don't load the demo data during installation, it's unavailable to load later.

5. Select **Install**.

Configure outbound foundation data sync as providers

As a provider, share foundational data with your consumer using foundation data sync (FDS).

Before using FDS, you must configure it.

FDS configuration process

Step	Action	Description
1.	Create an FDS Definition.	<p>Define the data that you want to share with your consumer.</p> <p>After you create and publish an FDS definition, wait for your consumers to request FDS offerings based on the published definition.</p>

FDS configuration process (continued)

Step	Action	Description
2.	Acknowledge FDS requests and send a sample payload.	<p>After receiving an FDS request from your consumer, acknowledge it and send a sample payload for each subscription.</p> <p>After you send the payload, your consumer configures the incoming data for each subscription and accepts it.</p>
3.	Publish subscriptions.	<p>After the consumer accepts the subscription, publish it.</p> <p>After the FDS configuration is complete, data starts synchronizing with the consumer based on the defined cadence.</p>

Related topics[Foundation data sync](#)[Configure inbound foundation data sync as a consumer](#)**Create and publish an FDS offering definition**

Create an foundation data sync (FDS) offering definition to inform your consumers about the data you're ready to share.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > FDS Offering Definitions**.
2. Select **New**.
3. Determine whether to publish FDS subscriptions automatically or manually.

Method	Description	Action
Auto publish FDS subscriptions (default option)	After the offering is published, when consumers accept the subscription, it's automatically published and data is synchronized according to the defined cadence.	If it is not already selected, select the Auto publish FDS subscriptions check box.
Manually publish FDS subscriptions	After the offering is published, and consumers accept the subscription, you must acknowledge it and send sample files to let them know about the type of data they will receive.	Clear the Auto publish FDS subscriptions check box.

Method	Description	Action
	For the detailed procedure, see Validate foundation data sync subscription items .	

4. Determine whether consumer FDS requests should be automatically acknowledged with a sample payload automatically sent to the consumer in response to each FDS request or manually acknowledged.

Method	Description	Action
Auto acknowledge FDS requests	After the offering is published, all FDS requests from consumers are automatically acknowledged and a sample payload is sent to the consumer in response to each FDS request.	If it is not already selected, select the Auto Acknowledge FDS Requests check box.
Manually acknowledge FDS requests	After the offering is published, consumer FDS requests must be acknowledged manually. For the detailed procedure, see Validate foundation data sync subscription items	Clear the Auto Acknowledge FDS Requests check box.

5. Provide a name and description.
6. Select **Save**.
7. In the Offering items related list, create an offering item.
For each table you offer to share, you must create an offering item. You can create more than one offering.

a. Select **New**.

b. In the **Table name** field, select the table you want to share with your consumer.

c. **Optional:** In the **Condition** field, add any condition you want to apply.
Use the condition builder to specify criteria that determine which records from the selected table are included in the data sync.

Example

For example, to sync only the published knowledge article, you can add condition where workflow is published.

d. In the **Outbound fields**, select the table fields you want to share by selecting the lock icon and moving them from the **Available** to the **Selected** column.

e. If it isn't already selected, select the **AccountSecure** check box to ensure data security.
When enabled, only records where the company field matches the connection company are synchronized. Clear this option to synchronize all records regardless of company.

AccountSecure option is selected by default.

- f. If it isn't already selected, select **Send attachments** check box to Send attachments. When enabled, file attachments linked to records are included in the synchronization.

Send attachments option is selected by default.

- g. If you selected a non-CMDB table, unlock the **Coalesce fields**, select the table fields you want to share, and move them from the **Available** to the **Selected** column.

- h. If it isn't already selected, select the **Maintain SysID** check box to preserve referential integrity.

When enabled, new records created in the destination instance maintain their original sys_id. However, if an existing record is updated, the sys_id may not be preserved.

Maintain SysID option is selected by default for non-CMDB tables and not available for CMDB tables.

Note: Beginning with Service Exchange version 2.3.18, **Maintain SysID** is supported for both CMDB and non-CMDB tables.

- i. Select **Save**.

8. **Optional:** Create a dependent relationship for the offering item.

If the table you're offering depends on another table, you must create a dependent table offering to share the related table. You can create multiple dependent offerings.

- a. Select **Create Dependent Offering Item**.

- b. From the drop-down menu, choose a dependent item and select **Create Offering Item**.

- c. In the **Outbound fields**, select the table fields you want to share by selecting the lock icon to unlock the field.

- d. Select **Save**.

9. Return to the main offering page by selecting **Back**.

10. In the Consumer criteria related list, add a consumer criteria to determine which consumer instances are eligible to receive the offering.

For information on consumer criteria, see [Create a consumer criteria](#) topic.

11. Select **Publish**.

Result

The FDS offering is now published. Consumers can request foundation data based on the published FDS offering.

What to do next

[Acknowledge foundation data sync offering request.](#)

Acknowledge foundation data sync offering request

Acknowledge a foundation data sync (FDS) offering request and send a sample payload to help your consumer understand the type of data they'll receive.

Before you begin

Role required: admin

About this task

After a consumer requests an FDS offering, the system generates an FDS request and corresponding FDS subscriptions in your Service Exchange instance.

If **Auto acknowledge FDS Requests** option isn't selected, you must manually acknowledge the consumer's FDS request to inform them that you're working on the request. Then, send a sample payload to help them understand the type of data they'll receive.

Also, when a consumer requests an FDS offering, you receive an email notification about the new request, including any required actions.

Procedure

1. Navigate to **All > Service Exchange Provider > Open Records > FDS Request**.
2. Open the provider offering request by selecting the record number in the Number column.
3. Select the **Acknowledge** button.
The request state changes from Received to Work In Progress.
4. Send a sample payload for each subscription.
Each sample payload contains up to five records of sample data.
 - a. From the Foundation Data Provider Subscription related list, open the subscription by selecting the record number in the Number column.
 - b. Select the **Send Sample** button.
The sample payload sent to your customer is listed under the **Sample Payload** column in the Subscription Items related list.

Result

A sample payload for each subscription is sent to the consumer as sample data. Consumers can review the sample to verify the data structure and content before accepting the full data synchronization.

What to do next

[Publish a foundation data subscription.](#)

Publish a foundation data subscription

Publish the foundation data sync (FDS) subscription to complete the foundation data sync after the consumer configures and accepts the subscription.

Before you begin

Role required: admin

About this task

If the **Auto publish FDS subscriptions** option isn't selected, you must manually publish each subscription.

Procedure

1. Navigate to **All > Service Exchange Provider > Open Records > FDS Request**.
2. Open the provider offering request by selecting the record number in the **Number** column.
3. From the Foundation Data Provider Subscriptions related list, open the foundation data provider subscription by selecting the record number in the **Number** column.
4. Select **Publish**.
You must publish each subscription that is accepted by your consumer to complete the FDS.

Configuring inbound foundation data sync as providers

As a provider, receive the foundation data from your provider using foundation data sync (FDS).

Before you use FDS, you must request and configure foundation data. After your consumer creates and publishes FDS definitions, request and configure FDS.

Process to request and configure FDS

Step	Action	Description
1.	Request a foundation data offering from your consumer.	Requests FDS offerings from your consumer based on the published offerings. After you request a foundation data offering, your consumer acknowledges your FDS request and sends a sample payload for each subscription.
2.	Configure the sample data and validate subscription items.	Configure the incoming data based on the CMDB or non-CMDB table to validate subscription items. After you validate subscription items, you must accept the subscription.
3.	Accept the subscription.	Accept the subscription. After you accept the subscription, your consumer publishes the subscription and data synchronizes according to the defined cadence.

Related topics

[Foundation data sync](#)

[Configure outbound foundation data sync as consumers](#)

Request foundation data sync offerings from a consumer

Request a foundation data sync (FDS) offering from your consumer to receive foundational data.

Before you begin

Role required: admin (sb_admin)

About this task

Browse and request FDS offerings that consumers have published. After you submit a request, the consumer is notified and can acknowledge your request.

Procedure

1. Navigate to **All > Service Exchange Provider > Request FDS Offerings**.
2. From the **Offerings** drop-down menu, select your consumer.
3. From the list of offerings, select an offering.
You can select more than one offering to request multiple datasets from the same consumer.
4. In the Additional details section, specify the sync interval and UTC time to define the data sync schedule.
The sync interval determines how frequently data is synchronized from the consumer instance to your provider instance.

5. In the **Share any additional changes to the offering** field, add information about any changes you want.
Use this field to communicate specific requirements or customizations to the consumer, such as additional field mappings or filter conditions.
6. Select **Submit**.

Result

A provider offering request is created. After the provider offering is created, a corresponding record is generated in your consumer's instance.

The request state displays as Received until the consumer acknowledges it. If the consumer has enabled auto-acknowledge, and you'll receive a sample payload automatically and the state changes to Work In Progress. Otherwise, you must wait for the consumer to acknowledge your request.

What to do next

[Validate FDS subscriptions items as a provider](#)

Related topics

[Foundation data sync](#)

[Configuring inbound foundation data sync as providers](#)

[Configure outbound foundation data sync as consumers](#)

Validate FDS subscriptions items as a provider

Configure the sample data received from the consumer to validate a foundation data sync (FDS) subscription item.

Before you begin

Role required: admin (sb_admin)

About this task

After you create an FDS offering request, the consumer acknowledges the request and sends you a sample payload. This payload helps you understand the structure and type of data you will receive.

After the consumer sends the sample, the system creates a subscription for each offering in the FDS request. Each subscription includes a subscription item for every table the consumer shares. Configure the incoming sample data to validate each subscription item.

Procedure

1. Navigate to **All > Service Exchange Provider > Open Records > FDS Requests**.
2. From the **Type: Inbound**, select the request.
3. From the Foundation Data Provider Inbound Subscriptions related list, open the provider subscription by selecting the record number in the **Number** column.
4. From the Subscription Items related list, open the subscription item by selecting the record number in the **Number** column.
Each subscription item represents a specific table that the consumer is sharing with you.
5. **Optional:** Resolve missing relationships on your instance.
When the source instance includes relationships that aren't present on your instance, the subscription item displays a warning banner.

(Optional) Do the following steps to resolve the missing relationships:

a. Select **Review and resolve**.

b. In the **Missing Relationships** window, review the listed relationships, and select a resolution option.

- **Fix automatically:** The system creates the missing relationships to match the source instance.
- **Resolve manually:** You create and configure the missing relationships.

Note: If you select **Resolve manually**, the ETL Transform Map Assistant doesn't automatically map the missing relationships. Create and configure them manually in the CMDB so that the data syncs correctly.

c. Select **Confirm**.

The system posts a work note recording the relationships it created or your manual resolution choice.

(Optional) For unresolved relationships, the banner remains until you complete the configuration.

6. Configure incoming data using either IntegrationHub ETL or a transform map depending on whether you are working with a Configuration Management Database (CMDB) or a non-CMDB table.

Option	Description
Configure data integration for CMDB tables	<p>a. Select the ETL Transform Map Assistance button.</p> <p>A message is displayed stating that you're about to navigate to the <i>ETL Transform Map Assistant</i> guided setup.</p>
	<p>b. Confirm your choice by selecting OK.</p> <p>c. Use the guided setup to complete the mapping to integrate the consumer's data into your CMDB. For details, see IntegrationHub</p> <p></p> <p>The system creates a basic field mappings based on matching field names. Review and customize the mappings as needed for your instance.</p>

Option	Description
	<p>Note: Since FDS provides display values for reference fields, if you want to use reference data, you must create a table look up transform mapping to retrieve the Sys ID from the reference table. For more details, see Foundation Data Sync :: Known issues and</p> <p>d. Close the browser tab to return to the Subscription Item page.</p>
Configure data integration for CMDB tables (Maintain sysID enabled by the provider)	<p>a. Select the Transform Map button.</p> <p>A message is displayed stating that you're about to navigate to the Transform Map to complete the configuration.</p> <p>b. Confirm your choice by selecting OK.</p> <p>c. Complete the configuration. For details, see a a a a a a a</p> <p>d. Close the browser tab to return to the <i>Subscription Item</i> page.</p>
Configure data integration for non-CMDB table	<p>a. Select the Transform Map button.</p> <p>A message is displayed stating that you're about to navigate to the Transform Map to complete the configuration.</p> <p>b. Confirm your choice by selecting OK.</p> <p>c. Complete the configuration. For details on working with transform maps, see Create a</p> <p>d. Close the browser tab to return to the <i>Subscription Item</i> page.</p>

You must configure incoming data for each subscription item except dependent subscription items.

Result

After you complete the configuration, the state of the subscription item and of the subscription changes to Validated.

What to do next

[Accept the subscription.](#)

Related topics

[Foundation data sync](#)

[Configuring inbound foundation data sync as providers](#)

[Configure outbound foundation data sync as consumers](#)

Accept a foundation data sync subscription as a provider

Accept a foundation data sync (FDS) subscription to complete the FDS configuration and begin receiving data from the consumer.

Before you begin

Role required: admin (sb_admin)

About this task

After the subscription items are validated, you must accept the subscription to complete the FDS configuration and activate data synchronization.

If the consumer has enabled auto-publish for the subscription, accepting it will automatically publish the subscription and begin data synchronization. Otherwise, your consumer need to manually publish the subscription before data sync begins.

Procedure

1. Navigate to **All > Service Exchange Provider > Open Records > FDS Requests**.
2. In the **Type: Inbound**, select the request.
3. From the Foundation Data Provider Inbound Subscriptions related list, open the provider subscription by selecting the record number in the **Number** column.
4. Select **Accept**.
If you reject the subscription by selecting **Reject**, your consumer needs to resend the sample files. And you must reconfigure the subscription items before you can accept the subscription again.

Result

If the consumer has enabled auto-publish, the subscription automatically moves to Active state and data synchronization begins immediately. Otherwise, the subscription remains in Accepted state until the consumer manually publishes it.

Related topics

[Foundation data sync](#)

[Configuring inbound foundation data sync as providers](#)

[Configure outbound foundation data sync as consumers](#)

Using Service Exchange for providers

As a provider, learn how to use Service Exchange to submit requests from the service catalog, and track order fulfillment from your ServiceNow[®] instances.

Register a consumer from the Provider Center

Register a consumer instance from the **Connections** tab in the Provider Center to establish a Service Exchange connection between your instance and the consumer instance.

Before you begin

- Role required: admin
- A provider record must have been created. See [Set up a Service Exchange provider record](#).
- A company record must exist for the consumer in the provider instance, and a contact must be associated with that company.
- The consumer instance must be running Service Exchange version 2.3.18 or later.

About this task

As a provider admin, you initiate the registration process by creating a connection request in the *Provider Center*. This generates a unique registration URL that the consumer uses to complete their registration.

If email notifications are enabled, the system sends the registration URL to the consumer contact. Otherwise, you share the URL manually after the connection card is created.

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Provider Center**.
2. Select the **Connections** tab.
3. Select **New connection**.
4. In the **Create a new connection** form, enter the following details:

- **Company:** Select the company associated with the consumer instance.
- **Contact:** Select the contact associated with the company.

 **Note:** The contact must be an admin user in the consumer instance. Registration cannot be completed by any other user.

- **URL:** Enter the URL of the consumer instance. The system validates the format and displays a confirmation or error message below the field.
- **Short description:** Optional. Enter a short description for the connection.
- **Comments:** Optional. Stored as additional comments on the registration request.
- **Work notes:** Optional. Stored as work notes on the registration request.

5. Select **Create connection**.

A connection card is created and a registration URL is generated. The confirmation message depends on whether email notifications are enabled:

- If email is on: "Connection invite successfully sent to <consumer name>. You are now in their queue for registration. Monitor the connection status here."
- If email is off: "Connection request successfully created. Email notifications are turned off on your instance hence the invite wasn't sent automatically. Please share the registration URL with your consumer contact. You can find it in the connection details." The message includes a link to the connection details page where you can copy the URL.

Result

A connection request is created and the consumer receives the registration URL. After the consumer completes registration, the connection card state is set to **Onboarded**. Select **View details** on the connection card to review the registration details and configure connection settings.

What to do next

[Consumer registration from the Consumer Center.](#)

Register a Service Exchange consumer

Registering a new consumer in Service Exchange establishes an instance-to-instance integration between a provider and a consumer.

Before you begin

- Role required: admin
- A provider record must have been created. See [Set up a Service Exchange provider record](#).
- A company or account must exist for the consumer in the provider's instance, and a user or contact with the `sn_sb_pro.consumer` role must be associated with the company. If this is a production instance, the user must have a valid email address to receive the registration email.

About this task

Register a new consumer by creating a registration task for the company and instance you want them to connect with. The company contact will receive an email when this registration task is created in a production instance or any other instance where email sending is enabled. If email sending is not enabled, the provider admin can copy the link from the registration task comments and send it to the consumer admin. The email contains instructions and a link that allows the consumer to complete the registration process.

- i Note:** When setting up two instances for demonstration purposes, it is vital to ensure that the consumer contact matches the user who is currently logged into the provider instance when attempting to complete the registration from the consumer instance. In the consumer instance, selecting the **Connect to Provider** option will open an OAUTH page in the provider instance, where the consumer admin must authenticate the OAUTH token. If the contact listed on the registration task does not match the logged-in user, this process will fail.

Procedure

1. Navigate to **All > Service Exchange Provider > Consumer Registrations** and select **New**.

2. Enter the following details:

- Select the Company associated with the consumer instance being registered.
- Select the contact details associated with the Company you have selected.

- i Note:** This contact must be an admin user in the consumer instance, otherwise the registration process cannot be completed. On the provider instance, only a Service Exchange Consumer role is required.

- Select the **Lock** icon on the URL field and enter the URL of the consumer ServiceNow instance.

3. Select **Save**.

After you save the registration record, the state changes to **Awaiting Validation** while the pre-onboarding scan suite runs validation checks in the background. The validation state changes to either Open or Validation Failed.

- If all validation checks pass, the state changes to **Open**. An email is generated and sent to the consumer contact specified during registration if email sending is enabled. If email sending is not enabled, the admin must copy the link from the work notes and manually send it to the consumer admin. The consumer contact must follow the steps listed in the [Connect to a provider](#) to complete the registration process on the consumer instance.
- If any validation checks fail, the state changes to **Validation Failed**. The registration record displays a validation failed banner indicating that one or more Pre-Onboarding suite checks did not pass with a link to the Health Dashboard. The consumer registration link is not generated until all issues are resolved.

Trouble?

If the state is **Validation Failed**, you must resolve all issues identified during the pre-onboarding checks.

1. Select the **Health Dashboard** links validation failed banner at the top of the registration record.
2. Review and resolve all the pre-onboarding scan issues.

After all issues are resolved, the state automatically changes to Open and the registration process resumes.

Related topics

[Service Exchange Center](#)

[Instance scan checks](#)

[Connect to a provider](#)

Upgrade authorization on a provider instance

Upgrade a consumer Service Exchange connection from the Resource Owner Password Credentials (ROPC) OAuth grant type to the client credentials grant type without offboarding or re-onboarding the connection.

Before you begin

The provider and consumer instances must be on V2.5.X or later.

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Consumers**.
2. Select a consumer connection number to open the record.
3. Check that **Upgrade Auth** appears in the form header.
If the option isn't shown, the connection already uses Client Credentials.
4. In the Consumer page form header, check the **Upgrade Auth**.
 - The upgrade starts immediately. There is no confirmation dialog.
 - The form reloads when the upgrade completes. This can take a few minutes.

Result

The form displays the message **Authorization successfully upgraded to Client Credentials**. Outbound status and Inbound status show Active Replication, and the **Upgrade Auth** option no longer appears in the form header. If a different message appears, see Troubleshooting.

Off-board a Service Exchange consumer

Off-board an onboarded consumer and remove all related records.

Before you begin

Role required: admin, sn_sb.admin

Procedure

1. Navigate to **All > Service Exchange Provider > Consumers**.
2. Select the **Number** column to open the consumer connection record.

3. Select the **Off-Board Consumer related link on the form.**

You see a confirmation message indicating that this action will off-board this connection and delete all related connection records.

4. Select **OK to off-board the consumer connection.**

5. If you want to delete all related tasks, select the **Delete all existing tasks for this connection check box in the confirmation message, and enter **Delete** in the dialog box that appears and select **OK**.**

The consumer is off-boarded and all related data is deleted.

Result

The following tables are deleted:

- Connection tables:
 - ih_sync_capture_definition
 - ih_sync_outbound_definition
 - ih_sync_inbound_definition
 - ih_sync_process_event
 - ih_sync_remote_system
 - http_connection
 - sys_user
 - sys_user_has_role
 - sys_alias
 - oauth_2_0_credentials
 - oauth_credential
 - oauth_requestor_profile
 - oauth_entity_profile
 - oauth_entity
 - sn_sb_rps_connection
 - sn_transport_queue
 - sn_transport_profile
 - sn_sb_pro_registration
 - sn_sb_pro_service_bridge_settings
 - sn_sb_pro_authorized_user
 - sn_sb_pro_consumer_connection
 - sn_sb_pro_entitlement
- Tasks (records from the following tables are deleted only if you choose to delete all existing tasks)
 - sn_sb_pro_provider_task
 - sn_sb_pro_remote_task

Fulfill a consumer request

Service Exchange Remote Catalog items are ordered from the consumer's ServiceNow instance, and they create provider tasks in each instance. The provider's agent fulfills these provider tasks

in their ServiceNow instance. The data in these tasks is synchronized between instances so that they both can track the progress.

Some common Service Exchange Remote Catalog items are as follows:

- Help requests
- Service-affecting issues
- Requests for changes in service

Service Exchange request fulfillment process

1. The consumer selects a Service Exchange related item from the service catalog.
2. The consumer provides the information in the Service Exchange request form and clicks **Submit**. When the consumer places the request, the Task View appears.

Within the view, the consumer can add comments that are replicated in the provider's instance.
3. In the consumer's instance, a single tracking task type, the Provider Task, is generated, regardless of the service.
4. The Provider Task is replicated on the provider's instance, triggering a flow that triggers the parent task.
5. The state of the task in the consumer's instance is set to Received.
6. In the provider's instance, an agent takes ownership of the parent task by clicking **Assign to me**.
7. After an agent takes ownership, the state of the Provider Task in the consumer's instance is updated to Work in Progress.

When the agent posts a comment on the provider's instance, the comment is replicated in the consumer's instance. Comments that the consumer posts are replicated in the provider's instance.

8. After the agent resolves the request, sets a resolution code, and clicks **Propose solution**, the state of the Provider Task in the consumer's instance is updated to Resolved.

The Actions menu displays the following options, **Accept**, **Reject**, or **Cancel**.

9. If the consumer accepts the resolution, the state of the provider task on the consumer's instance, and the state of the request on the provider's instance, are updated to **Closed**.

Related topics

[Create remote catalogs in Service Exchange for providers](#)

Using the Scratchpad for Service Exchange tasks

The Scratchpad feature facilitates exchange of additional data between provider and consumer instances while performing Service Exchange tasks.

Both providers and consumers can add, update, and remove information to and from the Scratchpad table. Using server side scripts, name-value pairs are associated with Provider Tasks and Remote tasks and this data is automatically synced between the instances. Shared data must be associated with a Provider or a Remote Task, and is automatically synced if the associated task is active.

The PSBScratchpadUtil API allows providers to share extra information that is outside of any other Service Exchange service, with their consumers. See [PSBScratchpadUtil - Scoped](#)  for more details.

The CSBScratchpadUtil API allows consumers to share extra information that is outside of any Service Exchange service with their providers. See [CSBScratchpadUtil - Scoped](#)  for more details.

Note:

- If the associated task is deactivated or deleted, the scratchpad data is deleted after 3 days. This setting can be modified using the `sn_sb.scratchpad.autodelete.days` property.
- Each task can have a maximum of 50 scratchpad entries.
- Data in the scratchpad cannot exceed 4000 characters.

Example Scratchpad use case: This example shows how data in the Scratchpad is synced between the consumer and provider instances.

- A consumer orders a laptop from the local catalog. The local catalog in this case is a [Remote Record Producer](#).
- This request is immediately forwarded the provider and appears as a Provider Task on the provider's instance.
- The provider then selects a laptop from the inventory, sets it up and adds relevant information like the serial number, model, configuration to the Scratchpad . These details are automatically sent to the consumer.
- On the consumer's instance, the Scratchpad data is retrieved and updated on the local database.
- The laptop is then assigned to the consumer.

Enable magic links

Configure magic links to enable consumer users to access provider instance resources directly without manual authentication. Magic links streamline cross-instance navigation by automatically handling login credentials.

Before you begin

Role required: `sn_sb.admin`

Procedure

1. Navigate to **All > Service Exchange Provider > Consumers**.
2. Open the appropriate Consumer Connection form.
3. Under the Related Links, select the **Settings** tab and open the record displayed.
4. In the **Magic link** tab, perform the following steps:

Field	Description
Enable magic links	Option to enable magic links functionality. When enabled, the magic link routes consumer user (remote user) to provider instance for completion of tasks.

Field	Description
Single user mode	Option to enable the consumer user to be authenticated as a specific user when accessing the provider instance.
Redirect timeout	Option to specify the number of seconds taken to redirect consumer user to provider instance. The default value is 5, and the maximum limit is 30. Note: The redirect timeout can be set only in the consumer instance; it is read-only field on the provider instance. If Redirect timeout value is 0 or empty, consumer user is automatically redirected to the provider instance without any loader UI.

5. Select **Update**.

Update settings for authorized users

As a provider, you can configure the settings for Authorized Users who have been created on the consumer's instance.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Consumers**.
2. Open the appropriate Consumer Connection form.
3. Under the Related Links, click the **Settings** tab and open the record displayed.
4. Click the **Authorized Users** tab.
 - Max authorized users: This field is available only if the Restrict authorized users flag has been enabled. Specify the maximum number authorized users that can be defined on the consumer's instance.
 - Restrict authorized users: Select the check box if you want restrict the number of authorized users on the consumer's instance.
 - Auto approve authorized users: If this check box is selected, authorized users created on the consumer instance are automatically approved.

5. Click **Update**.

Note: You can view the settings defined in the Remote Record Producers and Remote Task Definitions tabs but cannot modify them.

Adding or creating scripts to a remote record producer

As a provider, you can perform more complex tasks and gain better control over catalog requests from consumers by using various scripts in a remote record producer (RRP). Consumers must approve all scripts to use the RRP.

In Service Exchange, you can apply scripts to an RRP by:

- Creating catalog client scripts: You can create catalog item scripts to customize an RRP. For details, see [Create catalog client scripts](#).
- Adding scripts in variables: You can add scripts in a variable and use the variable in the RRP. For details see [Create variables for remote record producers in Service Exchange for Providers](#).
- Adding scripts in UI policies: You can add scripts in a UI policy and apply the UI policy on an RRP. For details, see [Service catalog UI policy](#) .

Reestablish connection after a clone for a provider

After you clone your instance, you must reestablish the connection between the provider and consumer instances.

Before you begin

Role required: admin

The clone must be completed. For more information on cloning, see [Instance Clone](#) .

About this task

After you clone your Service Exchange, the inbound and outbound connections move to an error or down state. You must reestablish the connection between provider and consumer target instances to promote proper functionality.

Procedure

1. Navigate to **All > Service Exchange Provider > Consumer**.
You see the Inbound and Outbound fields for the cloned consumer are in an error state.
2. Open the Consumer connection record by selecting the record number in the Number column.
3. From the related list, select **RPS connections > Consumer Instance**.
4. In the *Process Sync Remote System Consumer Instance* page, select the **Validate and Activate Remote System** related links.
5. Activate inactive Capture Definitions.

 **Note:** When the connection goes down after the clone, automatic mitigation can activate inactive capture definitions. Check the state of each capture definition before you change it.

- a. Navigate to **All > IntegrationHub > Remote Process Sync > Process Sync Definitions**.
- b. Select the Service Exchange Provider Definition.
- c. Select the Capture Definitions related list, change the state of all inactive capture definition to **Active**.

Result

The state of the Outbound and the Inbound fields changes to **Active**.

Related topics

[Reestablish connection after a clone for a consumer](#)

[List of preservers and exclusions tables for cloning](#)

Execute a scan suite as a provider

Execute a scan suite to identify issues in your instance and review the scan results.

Before you begin

Role required: admin (sb_admin)

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Provider Center**.
2. Select the **Scan suite** tab.
3. Select one or more scan suites to execute.
You can select multiple scan suites based on your requirements. Use the filter builder to filter scan results based on specific criteria.
4. Select **Execute scan suite**.
The system runs the selected scan suites and displays the results. If no issues are found, the message "Scan complete with no issues" appears. If issues are found, a banner displays the number of issues.
5. **Optional:** If issues are found, click **Go to issues** to view the complete list of issues.
You see all identified issues categorized by priority: high, medium, and low. You can click an individual issue to view resolution details.

Modify the scan suite schedule as a provider

Modify the scan suite schedule to change when a scan suite runs automatically in your instance.

Before you begin

Role required: admin (sb_admin)

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Provider Center**.
2. From the **Scan suite** tab, select the scan suite you want to modify.
3. Select **Modify Schedule**.
4. Update the schedule timing as needed, and select **Modify**.

Related topics

[Service Exchange Center](#)

Manage a scan check as a provider

Edit, run a test scan on, or rescan an individual scan check from the **Scan suites** tab.

Before you begin

Role required: admin (sb_admin)

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Provider Center**.
2. Select the **Scan suite** tab.
3. Select a scan suite, then select the scan check you want to manage.
You can filter the scan check list by scan suite.
4. From the scan check panel, select one of the following actions.

Action	Description
Edit	Modify the scan check's configuration.

Action	Description
Test scan	Run this individual check on demand, without executing the full scan suite.
Rescan	Re-validate a previously flagged check from the scan check results page.

Related topics

[Service Exchange Center](#)

[Execute a scan suite as a provider](#)

Service Exchange for Consumers

Use the Service Exchange for Consumers application to seamlessly interact and collaborate with your providers.

Service Exchange Overview

As a consumer, you can:

- Review remote catalog items entitled to you from your local catalog and send requests to your provider for fulfillment.
- Bidirectionally integrate your tasks with your provider's tasks.
- Receive proactive tasks from providers for transparency and collaboration.

<p>Configure for consumers</p>  <p>Learn how to install and configure Service Exchange for consumers.</p>	<p>User for consumers</p>  <p>Learn how to use Service Exchange for consumers.</p>
--	---

Configure Service Exchange for Consumers

As a consumer, follow these steps to set up the Service Exchange for Consumers application in your own instance.

Pre-installation checks

Check glide.servlet.uri property: Ensure that the `glide.servlet.uri` property in the Glide instance is set to the correct instance URL. An issue can occur when an instance is cloned from production, but still refers to the production URL for the `glide.servlet.uri` property.

Setting up Service Exchange for Consumers

Task	Link
Install the Service Exchange for Consumers application.	See Install Service Exchange for Consumers .
Add Service Exchange roles for consumers.	See Personas for consumers .
Register with a provider.	See Connect to a provider .
Activate entitlements.	See Activate a remote record producer in Service Exchange .
Configure consumer pre-flows.	See Service Exchange consumer pre-flows .
Add authorized users.	See Add an authorized user .
Create transforms.	See Create a transform in Service Exchange .
Create remote tasks to sync data.	See Create remote tasks to sync data .
Configure settings.	See Configure settings on the consumer instance .

Related topics

[Service Exchange](#)

[Use for consumers](#)

Install Service Exchange for Consumers

If you have an admin role, you can install the Service Exchange for Consumers application. The application includes demo data and installations that are related to ServiceNow® Store applications and plugins.

Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#) .

Role required: admin

About this task

The following plugins are installed with the Service Exchange for Consumers application:

- sn_sb
- sn_sb_rps
- sn_transport
- com.glide.hub.process.sync
- com.snc.ihub_spoke_util_pack

Apart from these, several components including roles, business rules, tables, and flows are also installed. For more information about the components that are installed with this application, see [Components installed with Service Exchange for Consumers](#).

Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Service Exchange for Consumers application by using the filter criteria and search bar.

You can search for the application by its name or ID. If you can't find the application, you might have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. If demo data is available and you want to install it, click **Load demo data**.

Demo data comprises sample records that describe the application features for common use cases. Load demo data when you first install the application on a development or test instance.

Important: If you don't load the demo data during installation, it's unavailable to load later.

4. Select **Install**.

Personas for consumers

Learn about the different personas in the Service Exchange application.

Remote record producers can be associated with personas. If a remote record producer does not have a persona, any user with the Service Exchange Requestor role can place an order for the item. However, if one or more personas are assigned to a remote record producer, the user must have the Requestor role and at least one of the listed personas. Personas are assigned to users through the Authorized Users table. To access items protected by personas, the user's Authorized User record must be approved by the provider, activated in the consumer instance, and have the appropriate persona(s).

Consumer personas

Persona	Skills	Tasks	Roles
System administrator	Is a certified ServiceNow system administrator	<ul style="list-style-type: none"> Creates provider and connection records. Installs the Service Exchange applications. Creates and maintains transforms. Activates published remote task definitions and 	<ul style="list-style-type: none"> admin sn_sb.admin sn_transport.admin

Consumer personas (continued)

Persona	Skills	Tasks	Roles
		remote record producers. <ul style="list-style-type: none"> • Troubleshoots Service Exchange transport payloads. 	
<i>Service Exchange</i> Requester	Is an IT administrator	<ul style="list-style-type: none"> • Responsible for some form of IT service that is either completely or in part supported by one or more external vendors. • Requests and monitors the service requests that are placed with the external provider from their own instance. 	<ul style="list-style-type: none"> • itil • sn_sb.requestor
Consumer Requestor	End user	Makes requests from the Remote Catalog.	sn_sb.requestor

Assign roles to groups for Service Exchange

Assign roles to control the actions that are available for each user. In the Service Exchange for Consumers application, you assign roles by group rather than by the individual user so that when the job descriptions of users change, their roles are automatically updated.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > User Administration > Groups**.
2. Click the group that you want to assign the role to.
3. In the Roles related list, click **Edit**.
4. Add the desired roles to the group.
5. Click **Save**.

Assign groups to a persona

Assign one or more groups to a persona so that all group members can access the remote catalog items linked to that persona. When group membership changes, access is updated automatically.

Before you begin

Role required: admin

About this task

Instead of adding individual users to a persona, you can assign groups. All members of an assigned group get access to the remote catalog items linked to that persona.

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. Select the number link to open the Provider Connection record that contains the persona you want to update.
3. Select Catalog Personas related list.
4. Select the persona that you want to assign groups to.
5. In the Groups related list, select **Edit**.
6. Add the groups that you want to assign to the persona.
7. Select **Save**.

Consumer registration from the Consumer Center

Complete the registration process from the Service Exchange Connection Wizard to establish a secure connection to your provider instance.

Before you begin

- Role required: admin
- The consumer instance must be running Service Exchange version 2.3.18 or later.
- The provider must have created a connection request and shared the registration URL with you. See [Register a consumer from the Provider Center](#).

About this task

The provider initiates registration and shares a registration URL with you either by email or directly.

- Note:** The provider should have requested the contact details of an admin to set as the main point of contact on their registration record. This designated contact person will receive an email either from the provider's instance or directly from the provider's admin, containing a registration link.

When you open the URL, the Service Exchange Connection Wizard opens and guides you through the pre-onboarding checks and registration steps.

The registration process runs system checks to verify that your instance is ready before starting the connection. The process may take a few minutes to complete.

If your instance is running an older version of Service Exchange, clicking the link in the email redirects you to the older registration experience instead of this wizard.

Procedure

1. Open the registration URL sent to you by the provider.
The **Create your connection** page opens.
2. In the **Select Provider** field, select the provider company and then select **Get Started**.
The system automatically runs the pre-onboarding scan suite and displays the provider connection details. The page shows the message "Running pre-onboarding checks to ensure you are ready." When checks complete:

- If all checks pass, the message "System checks passed. Your system is healthy and ready for registration." appears and **Start Registration** becomes active.
- If any check fails, the issues are listed with a **Resolution steps** link next to each one. Select **Resolution steps** to open the resolution details and a **Validate & resolve** button. Resolved issues show a green check. **Start Registration** remains disabled until all issues are resolved.
- If the scan itself fails, the message "Failed running the pre-onboarding checks. Please check again later." appears and **Start Registration** remains disabled.

3. Select **Start Registration**.

The registration process starts. All phases are listed from the start. As each phase completes, it shows a green check. Expand a phase to see its detailed steps. If a step fails, a red error icon appears on that step.

If a step takes longer than 5 minutes, a delay message is displayed. The process may take a few minutes overall.

4. When registration completes successfully, select **Configure settings**.

The **Settings** page opens. Configure the settings for this connection. See the settings reference for the available options.

5. Save your settings by selecting **Done**.

Result

When registration completes, the success message **Congrats! You're now connected with <provider name>!** appears with a link to the **Health** tab to monitor connection health. The connection state is set to **Onboarded**. After saving your settings, the **View details** page opens showing the connection details.

What to do next

[Execute a scan suite as a consumer.](#)

Connect to a provider

Complete the registration process to establish a connection to the provider instance.

Before you begin

- Role required: admin
- Run the **Key Management > Health (Diagnostics)** to ensure that the Key Management Framework health check has passed. Your administrator must have the `sn_kmf.admin` and `sn_kmf.cryptographic_manager` roles to access the health diagnostics. If your administrator does not have access, follow the instructions in [Assign Key Management Framework roles](#)  to grant the required roles.

About this task

Before proceeding, the provider should have requested the contact details of an admin to set as the main point of contact on their registration record. This designated contact person will receive an email either from the provider's instance or directly from the provider's admin, containing a registration link. Clicking on this link will generate a Provider Connection record in your consumer instance. The following steps assume that you have already clicked the registration link.

Procedure

1. Select the **Connect to Provider** link sent in the provider's registration email or follow the link given to you directly by the provider's admin.
This link will generate the Provider connection record.

- i Note:** The consumer admin completing the registration process must be the named contact on the provider's registration task or an admin in the provider's instance. Registration will fail during the OAUTH authentication step if attempted by another user.

2. Navigate to **All > Service Exchange Consumer > Provider Connections**.
3. On the Provider Connection form in the consumer instance, select the name of the Company that the provider is associated with and select **Save**.
After you save the provider connection record, the state changes to Awaiting Validation while the pre-onboarding scan suite runs validation checks on the background.
 - If all validation checks pass, the state changes to Validated.
 - If any validation checks fail, the state changes to Validation Failed. A banner appears at the top of the provider connection record. Indicates that one or more pre-onboarding suite checks did not pass, along with a link to the Health Dashboard. Review the Health Dashboard to fix the issues. When the all the issues are resolved, the connection automatically moves to Validated.
4. Select **Connect to Provider** in the Provider connection record page.
The **Connect to Provider** button is not available if there are any unresolved validation errors. Resolve all pre-onboarding scan issues before proceeding.
5. Select **Authenticate** when the Service Exchange registration message appears.
The OAuth authentication page appears.
6. Select **Allow** and then select **Submit** to proceed with the registration.
You are redirected to the Registration task where you can view the state. When registration is completed, a connection is established between the provider and the consumer instances, and the registration task State is set to **Closed Complete** on the provider's instance.

Trouble?

If the state is **Validation Failed**, you must resolve all issues identified during the pre-onboarding checks.

1. Select the **Health Dashboard** link in the Validation Failed banner at the top of the Provider Connection record.
2. Review and resolve all the pre-onboarding scan issues.

After all issues are resolved, the state automatically changes to Open and the registration process resumes.

Related topics

[Service Exchange Center](#)

[Instance scan checks](#)

[Register a Service Exchange consumer](#)

Upgrade authorization on a consumer instance

Upgrade a provider connection from the Resource Owner Password Credentials (ROPC) OAuth grant type to client credentials without off-boarding and re-onboarding the provider connection.

Before you begin

The provider and consumer instances must be on V2.5.X or later.

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Providers Connections**.
2. Select a provider connection number to open the record.
3. Check that **Upgrade Auth** appears in the form header.
If the option isn't shown, the connection already uses Client Credentials.
4. In the Provider page form header, check the **Upgrade Auth**.
 - The upgrade starts immediately. There is no confirmation dialog.
 - The form reloads when the upgrade completes. This can take a few minutes.

Result

The form displays the message **Authorization successfully upgraded to Client Credentials**. Outbound status and Inbound status show Active Replication, and the **Upgrade Auth** option no longer appears in the form header. If a different message appears, see Troubleshooting.

Off-board a Service Exchange provider

Off-board a provider connection and delete all related records.

Before you begin

Role required: admin, sn_sb.admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. Click on the **Number** column to open the provider connection record.
3. Click **Off-Board Provider**.
You will see a confirmation message indicating that this action will off-board this connection and delete all related connection records.
4. Click **OK** to off-board the provider connection.
5. If you want to delete all related tasks, select the **Delete all existing tasks for this connection** checkbox in the confirmation message, and enter **Delete** in the dialog box that appears and click **OK**.
The consumer will be off-boarded and all related data will be deleted.

Result

The following tables are deleted:

- Connection tables:
 - ih_sync_capture_definition
 - ih_sync_outbound_definition
 - ih_sync_inbound_definition
 - ih_sync_process_event
 - ih_sync_remote_system
 - http_connection
 - sys_user
 - sys_user_has_role
 - sys_alias

- oauth_2_0_credentials
- oauth_credential
- oauth_requestor_profile
- oauth_entity_profile
- oauth_entity
- sn_sb_rps_connection
- sn_transport_queue
- sn_transport_profile
- sn_sb_con_service_bridge_settings
- sn_sb_con_authorized_user
- sn_sb_con_persona
- sn_sb_con_provider_connection
- sn_sb_con_entitlement
- The following tables are deleted only if you select the **Delete all existing tasks for this connection** checkbox in the confirmation dialog:
 - Tasks
 - sn_sb_con_provider_task
 - sn_sb_con_remote_task
 - Entitlements
 - sn_sb_con_remote_record_producer
 - item_option_new
 - item_option_new_set
 - sn_sb_con_remote_task_def (and child tables)
 - sn_sb_con_remote_task_variable
 - sn_sb_con_inbound_field
 - sn_sb_con_outbound_field

Activate a remote task definition record in Service Exchange

As a consumer, activate the remote task definitions in your instance so that you can create remote tasks.

Before you begin

Before you can activate a remote task definition (RTD) in your ServiceNow instance, your provider must create an RTD first in their ServiceNow instance. For more information, see [Create a remote task definition in Service Exchange for Providers](#).

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. Select the Number column to navigate to the Provider connection record.
3. Select the Remote task definition related list, and select an RTD to you want to activate.

4. On the remote task definition form, review the Simple Trigger section on the form.
If you set a simple trigger that matches a task record update, a remote task is automatically created for the task record.
 5. On the **Inbound fields** related tab, review the variables data.
The provider defines these inbound fields. When you create a remote task, your provider receives the remote task data through these inbound fields. You can modify the **Field label**, **Sync when**, and **Target field** fields.
 6. On the **Outbound fields** related tab, perform the following actions.
 - a. Review the variables data.
Your provider defines these outbound fields. When the provider responds to your remote task, you receive the remote task data through these outbound fields. You can only modify the **Source field** on these records.
 - b. Select the **Sync pre-existing entries** option to enable synchronization of all existing comments to the target task when a connection is established.
If enabled, any comments made prior to the connection gets included in the sync process when a remote task is created.
-  **Note:** This feature is only available for Service Exchange version 2.2.x.
7. On the **Remote task variables** related tab, review the variables data.
The remote task variables are created from your inbound fields to be displayed on the remote tasks form.
 8. Select **Activate**.
 9. Verify the mappings of the inbound and outbound variables and select **OK**.
The pop-up window enables you to verify the inbound and outbound mappings.

Activate a remote record producer in Service Exchange

Activate entitlements to use a service or product that you have purchased.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. Select the Number column to navigate to the Provider connection record.
The list of entitlements available is displayed.
3. Select the Remote record producers related list and select a remote record producer that you want to activate.
4. In the Remote record producer page, select **Activate** to activate the entitlement.
If the remote record producer contains scripts, the scripts get automatically approved when you select **Activate**.
5. **Optional:** Approve scripts individually from the **Remote Script Approvals** tab.
 - a. In the Approved column, change the script status to true.
You must approve all the scripts to activate the remote record producer. If you don't approve all the scripts, you can't activate the remote record producer.

Add an authorized user

As a consumer, add new authorized users to control the access to catalog items that are entitled to you by your provider.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. On the Provider Connections page, click the **Number** link to open a Provider Connection record.
3. Select the **Catalog Personas** related tab and check if you have any entitled personas from your provider.
4. On the **Authorized Users** related tab, click **New**.
5. On the form, fill in the fields.

Authorized User form

Field	Description
Consumer user	Name of the user. You can select the name from the user's list.
Provider connection	Name of the service provider. This field is auto-filled.
Persona	Persona(s) that you want to add to the user.

6. Right click the form header and click **Save**.
7. Click **Activate**.

Result

The authorized user record syncs to the provider's ServiceNow instance for approval. After it is approved and activated, the user can see the remote record producers with their assigned personas.

Service Exchange consumer pre-flows

As a consumer, you can control when data should be synced between the provider tasks on the consumer and provider instances.

Before you begin

- Role required: admin
- A subflow with the sync condition should have been created

Role required: admin

About this task

You can attach a subflow with a Service Exchange remote record producer and run processes such as approvals, before syncing a task with the provider. When a new provider task is created, the attached subflow is executed before the data is synced between the consumer and provider instances. The subflow must set a field called **Sync** on the Provider task to **true** for the record to

sync to the provider. If the remote record producer doesn't have an attached subflow, provider tasks are immediately synced to the provider instance.

Procedure

1. Navigate to **All > Service Exchange Provider > Provider Connections**.
2. Select a remote record producer for which you want to attach a subflow.
3. In the *Flow* field, select the subflow that is to be applied to the provider task.
Data is synced to the provider instance only if the attached subflow sets the *Sync* flag to **true** on the provider task.
4. Select **Update**.
Depending on the conditions defined in the subflow, the provider task is synced to the provider instance.

Add consumer variables to a remote record producer

As a consumer, you can add your own variables to a provider's remote record producer (RRP) in your consumer instance using a variable set. Consumer variables are useful in a Consumer Pre-Flow for adding additional information to complete a flow.

Before you begin

Note the following requirements:

- You must be using Service Exchange version 2.1.x+.
- You have added the necessary variables to a variable set. For more details, see [Using variable sets with Remote Record Producers](#).

Role required: admin, itil, sn_sb.admin

About this task

- You can add only one variable set to a provider's RRP in your consumer instance.
- The variable set you add in your consumer instance doesn't automatically synchronize with the provider instance.
- You cannot edit any provider variables.

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. On the *Provider connection* page, open your provider connection by selecting the relevant number link.
3. Select the Remote record producers related list.
4. Select the remote record producer.
You can select only record producers with a Compatibility field value of 2.1.x+.
5. In the *Remote record producers* form, in the *Consumer variables* field, select the variable set you want to add.
6. Select **Update**.

Configure settings on the consumer instance

As a consumer, you can configure and define default settings on your instance.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
2. Select the Number link on the Provider Connections page.
3. In the Related list, select the **Settings** tab and select **New**.
4. In the Settings page, select the **Remote Record Producers**.
5. Enable the **Auto activate remote record producer** check box if you want the remote record producers to be automatically activated.
6. Select the **Remote Task Definitions** tab.
7. In the **Allowed tables** field, move the tables you want to expose to this provider for introspection to the Selected column.
8. Enable the **Auto activate remote task definition** check box if you want the remote task definition to be automatically activated.
9. Select the **Authorized Users** tab.
 - Max authorized users: This field is available only if the Restrict authorized users flag has been enabled. Specify the maximum number authorized users that can be defined on the consumer's instance.
 - Restrict authorized users: Select the check box if you want restrict the number of authorized users on the consumer's instance.
 - Auto approve authorized users: If this check box is selected, authorized users created on the consumer instance are automatically approved.
10. Select **Update**.

Activate Service Exchange FDS for consumer

Activate the Service Exchange Foundation Data Sync plugin (sn_fds_con) for consumer if you have the admin role.

Before you begin

Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).

When you install Foundation Data Sync for Consumers, Foundation Data Sync plugin (sn_fds) is installed automatically.

Verify the Security Center plugin (sn_vsc) is upgraded to the version 3.2.x or above to avoid any operational issues with FDS.

Role required: admin

About this task**Procedure**

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Foundation Data Sync for Consumers application (sn_fds_con) using the filter criteria and search bar.

You can search for the application by its name or ID. If you can't find the application, you may have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. In the Application installation dialog box, review the application dependencies.

All dependent plugins and applications that are included, or must be installed are listed in the dialog box.

4. Optional: If demo data is available and you want to install it, select **Load demo data**.

(Optional) Demo data comprises sample records that describe application features for common use cases. Load demo data when you first install the application on a development or test instance.

i Important: If you don't load the demo data during installation, it's unavailable to load later.

5. Select **Install**.

Configure inbound foundation data sync as a consumer

As a consumer, receive the foundation data from your provider using foundation data sync (FDS).

Before you use FDS, you must request and configure foundation data. After your provider creates and publishes the FDS definitions, request and configure FDS.

Process to request and configure FDS

Step	Action	Description
1.	Request a foundation data offering.	Requests FDS offerings from your provider based on the published offerings. After you request a foundation data offering, your provider acknowledges your FDS request and sends a sample payload for each subscription.
2.	Configure the sample data and validate subscription items.	Configure the incoming data based on the CMDB or non-CMDB table to validate subscription items. After you validate subscription items, you must accept the subscription.
3.	Accept the subscription	Accept the subscription. After you accept the subscription, your provider publishes the subscription and data synchronizes according to the defined cadence.

Related topics

[Foundation data sync](#)

Request foundation data sync offerings

Request a foundation data sync (FDS) offering from your provider to receive foundational data.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Consumer > Request FDS Offerings**.
2. From the **Offerings** drop-down menu, select your provider.
3. From the list of offerings, select an offering.
You can select more than one offering.
4. In the Additional details section, specify the sync interval and UTC time to define the data sync schedule.
5. In the **Share any additional changes to the offering** field, add information about any changes you want.
6. Select **Submit**.

Result

A consumer offering request is created, and the state changes to Work in Progress. After the consumer offering is created, a corresponding record is generated in your provider's instance.

What to do next

[Validate the subscription](#) to start receiving foundation data.

Validate foundation data sync subscription items

Configure the sample data received from the provider to validate a foundation data sync (FDS) subscription item.

Before you begin

Role required: admin

About this task

After you create an FDS offering request, the provider acknowledges the request and sends you a sample payload. This payload helps you understand the structure and type of data you will receive.

After the provider sends the sample, a subscription is generated for each offering in the FDS offering request and each subscription contains a subscription item for each table the provider is sharing. You must configure the incoming sample data to validate the FDS subscription items.

Procedure

1. Navigate to **All > Service Exchange Consumer > FDS Requests**.
2. Select the request.
3. From the Foundation Data Consumer Subscriptions related list, open the consumer subscription by selecting the record number in the **Number** column.
4. From the Subscription Items related list, open the subscription item by selecting the record number in the **Number** column.
5. **Optional:** Resolve missing relationships on your instance.
When the source instance includes relationships that aren't present on your instance, the subscription item displays a warning banner.

(Optional) Do the following steps to resolve the missing relationships:

a. Select **Review and resolve**.

b. In the **Missing Relationships** window, review the listed relationships, and select a resolution option.

- **Fix automatically:** The system creates the missing relationships to match the source instance.
- **Resolve manually:** You create and configure the missing relationships.

i Note: If you select **Resolve manually**, the ETL Transform Map Assistant doesn't automatically map the missing relationships. Create and configure them manually in the CMDB so that the data syncs correctly.

c. Select **Confirm**.

The system posts a work note recording the relationships it created or your manual resolution choice.

(Optional) For unresolved relationships, the banner remains until you complete the configuration.

6. Configure incoming data using either IntegrationHub ETL or a transform map depending on whether you are working with a Configuration Management Database (CMDB), CMDB with **Maintain sysID** enabled by the provider, or a non-CMDB table.

Option	Description
Configure data integration for CMDB tables	<p>a. Select the ETL Transform Map Assistance button.</p> <p>A message is displayed stating that you're about to navigate to the <i>ETL Transform Map Assistant</i> guided setup.</p> <p>b. Confirm your choice by selecting OK.</p> <p>c. Use the guided setup to complete the mapping to integrate third-party data in to CMDB. For details, see IntegrationHub</p> <p>i Note: Since FDS provides display values for reference fields, if you want to use reference data, you must create a table lookup transform mapping to retrieve the Sys ID from the reference table. For more details, see Foundation Data Sync :: Known issues and</p> <p>d. Close the browser tab to return to the Subscription Item page.</p>

Option	Description
Configure data integration for CMDB tables (Maintain sysID enabled by the provider)	<p>a. Select the Transform Map button.</p> <p>A message is displayed stating that you're about to navigate to the Transform Map to complete the configuration.</p> <p>b. Confirm your choice by selecting OK.</p> <p>c. Complete the configuration. For details, see Configure CMDB data integration.</p> <p>d. Close the browser tab to return to the <i>Subscription Item</i> page.</p>
Configure data integration for non-CMDB table	<p>a. Select the Transform Map button.</p> <p>A message is displayed stating that you're about to navigate to the Transform Map to complete the configuration.</p> <p>b. Confirm your choice by selecting OK.</p> <p>c. Complete the configuration. For details, see Configure non-CMDB data integration.</p> <p>d. Close the browser tab to return to the <i>Subscription Item</i> page.</p>

You must configure incoming data for each subscription item except dependent subscription items.

Result

After you complete the configuration, the state of the subscription item and of the subscription changes to Validated.

What to do next

[Accept the subscription.](#)

Accept a foundation data sync subscription

Accept a foundation data sync (FDS) subscription to complete the FDS configuration.

Before you begin

Role required: admin

About this task

After the subscription item is validated, you must accept the subscription to complete the FDS configuration.

Procedure

1. Navigate to **All > Service Exchange Consumer > Open Records > FDS Requests**.
2. Select the request.
3. From the Foundation Data Consumer Subscriptions related list, open the consumer subscription by selecting the record number in the **Number** column.

4. Select **Accept.**

If you reject the subscription by selecting **Reject**, your provider needs to resend the sample files. You must reconfigure the subscription items before you can accept the subscription again.

Import and export foundation data sync configuration

Export ETL configurations for foundation data sync (FDS) from one instance to another using update sets.

Before you begin

FDS requires the following fields on a subscription to be identical in both the exporting and importing instances to support linking or using imported configurations:

- Offering definition name
- List of tables offered as part of the offering
- Cadence in subscription
- Provider company name
- FDS compatibility.

Also, the offering definition and connection company must be identical in both the exporting and importing instances.

Role required: admin

About this task

You can export ETL configurations from one instance and import them into another. For example, you can configure ETL in a pre-production environment and then export those configurations and import them into a production environment. FDS supports this transfer through update sets, which enable seamless reuse of configurations.

Procedure**1. Export the ETL configuration.**

- a. Create a local update sets and mark it as current.
- b. Request a foundation data sync (FDS) offering, complete the configuration, and verify that the data sync is working correctly.
For more information on how to request a foundation data sync (FDS) offering, see [Request foundation data sync offerings](#).
- c. Complete the update sets and export it.
For more information on update sets, see [General guidelines for planning the update process](#) .

2. Import the ETL configuration to another instance.

- a. In the new instance, request a foundation data sync (FDS) offering with same cadence as in [Step 1](#).
- b. After a subscription is created for your FDS request, and the request is in awaiting validation state, import the configuration that you have exported in Step 1.

If you have any errors in the update sets, you can skip those files and commit the remaining files. Your configuration won't be affected. For more information on update sets, see [General guidelines for planning the update process](#) .

- c. Open the subscription and the subscription item.
- d. Select **ETL Transform Map Assistance**.
In the guided setup, step 1, step 2, and step 3 are marked as completed. For more information, see [Validate foundation data sync subscription items](#)
- e. Verify all the steps in ETL configuration to make sure everything is mapped correctly, and run the integration and perform rollback.
For details, see [IntegrationHub ETL](#) .

Hide a synced knowledge article

Hide a knowledge article that was synced to the target instance through Foundation Data Sync (FDS) so that it's no longer visible to other users.

Before you begin

The knowledge article must be synced to your instance through FDS.

Role required: admin

About this task

Knowledge articles synced from a source instance aren't owned by the target instance, so actions like Retire and Checkout don't apply to them. Use **Hide** to prevent other users from seeing a synced article, without affecting the article on the source instance. You can unhide the article at any time.

Hiding a knowledge article adds the existing **Any user** user criteria to the article's **Cannot Read** field. Unhiding removes it. When **Cannot Read** and **Can Read** both apply to the same user, **Cannot Read** takes priority.

Procedure

1. Navigate to **All > Self-Service > My Knowledge Articles**.
2. Modify the filter to view the list of knowledge articles.
3. Open the synced knowledge article you want to hide.
Articles created directly on the instance don't show the **Hide** action.
4. Select **Hide**.

Result

The article is no longer visible to other users. The action changes to **Unhide** so you can restore visibility later. If the source instance sends an updated version of the article, the hidden state is preserved. Any additional access restrictions the source sends are added rather than replacing your hidden setting.

Related topics

[Knowledge article sync via FDS](#)

Configure outbound foundation data sync as consumers

Foundation data sync (FDS) consumers share foundational data with a provider by creating FDS definitions, acknowledging requests, and publishing subscriptions.

FDS configuration process as a consumer

Step	Action	Description
1.	Create an FDS Definition.	Define the data that you share with your provider. After you create and publish an FDS definition, wait for your provider to request FDS offerings based on the published definition.
2.	Acknowledge FDS requests and send a sample payload.	After receiving an FDS request from your provider, acknowledge it and send a sample payload for each subscription. After you send the payload, your provider configures the incoming data for each subscription and accepts it.
3.	Publish subscriptions.	After the provider accepts the subscription, publish it. After the FDS configuration is complete, data starts synchronizing with the provider based on the defined cadence.

Related topics

[Foundation data sync](#)

Create and publish a provider-bound FDS offering definition

Create a foundation data sync (FDS) offering definition to inform your providers about the data you're ready to share.

Before you begin

Version required: 2.3.x.

Role required: admin (sb_admin)

About this task

As a consumer, you can create FDS offering definitions to share data with providers. This process enables you to configure which tables and fields you want to make available, set up automatic or manual publishing workflows, and define eligibility criteria for providers.

Procedure

1. Navigate to **All > Service ExchangeConsumer > Administration > FDS Offering Definitions**.
2. Select **New**.
3. Determine whether to publish FDS subscriptions automatically or manually.

Method	Description	Action
Auto publish FDS subscriptions (default option)	After the offering is published, when your provider accepts the subscription, it's	If it isn't already selected, select the Auto publish FDS subscriptions check box.

Method	Description	Action
	automatically published and data is synchronized according to the defined cadence.	
Manually publish FDS subscriptions	After the offering is published and the provider accepts the subscription, you must acknowledge it manually. Then send sample files to let them know about the type of data they will receive. For the detailed procedure, see TBD.	Clear the Auto publish FDS subscriptions check box.

4. Determine whether provider FDS requests should be automatically acknowledged with a sample payload automatically sent to the provider in response to each FDS request or manually acknowledged.

Method	Description	Action
Auto acknowledge FDS requests	After the offering is published, all FDS requests from providers are automatically acknowledged and a sample payload is sent to the provider in response to each FDS request.	If it isn't already selected, select the Auto Acknowledge FDS Requests check box.
Manually acknowledge FDS requests	After the offering is published, provider FDS requests must be acknowledged manually. For the detailed procedure, see TBD.	Clear the Auto Acknowledge FDS Requests check box.

5. Provide a name and description for the offering definition.
6. Select **Save**.
The FDS offering definition is saved and you can now add offering items.
7. In the Offering items related list, create an offering item.
For each table you offer to share with providers, you must create an offering item. You can create more than one offering item to share data from multiple tables.
 - a. Select **New**.
 - b. In the **Table name** field, select the table you want to share with your providers.
 - c. **Optional:** In the **Condition** field, add any condition you want to apply.
Use the condition builder to specify criteria that determine which records from the selected table are included in the data sync.

Example

For example, to sync only the published knowledge article, you can add condition where workflow is published.

- d. In the **Outbound fields**, select the table fields you want to share by selecting the lock icon and moving them from the **Available** to the **Selected** column.
- e. If it isn't already selected, select the **AccountSecure** check box to ensure data security. When enabled, only records where the company field matches the connection company are synchronized. Clear this option to synchronize all records regardless of company.

AccountSecure option is selected by default.

- f. If it isn't already selected, select **Send attachments** check box to send attachments. When enabled, file attachments linked to records are included in the synchronization.

Send attachments option is selected by default.

- g. If you selected a non-CMDB table, unlock the **Coalesce fields**, select the table fields you want share, and move them from the **Available** to the **Selected** column. Coalesce fields help identify unique records when synchronizing data between instances.

- h. If it isn't already selected, select the **Maintain SysID** check box to preserve referential integrity. When enabled, new records created in the destination instance maintain their original sys_id. However, if an existing record is updated, the sys_id may not be preserved.

Maintain SysID option is selected by default for non-CMDB tables and not available for CMDB tables.

 **Note:** Beginning with Service Exchange version 2.3.18, **Maintain SysID** is supported for both CMDB and non-CMDB tables.

- i. Select **Save**.
By default,

8. Optional: Create a dependent relationship for the offering item.

If the table you're offering depends on another table, you must create a dependent table offering to share the related table. You can create multiple dependent offerings to maintain referential integrity.

- a. Select **Create Dependent Offering Item**.
- b. From the drop-down menu, choose a dependent item and select **Create Offering Item**.
- c. In the **Outbound fields**, select the table fields you want to share by selecting the lock icon to unlock the field.
- d. Select **Save**.

9. Optional: Preview data for the offering item connection.

Preview the data that will be synchronized with your provider before publishing the offering. In the preview, you can visualizing available data, test filter conditions, and apply validated conditions directly to the offering item configuration.

- a. Select **Preview for Connection**.
You can also access this preview later by opening an existing offering item from the Offering Items related list.
 - b. On the *Foundation Data Sync: Preview for connection* page, from the Connection drop-down list, select the provider account.
 - c. **Optional:** Add conditions to filter which records are shared with providers.
Use **Add Filter Condition** to add individual conditions or Add **OR Clause** to add alternative conditions.
 - d. Select **Run** to visualize the data.
The preview displays all records matching your configuration and filter conditions.
 - e. **Optional:** Apply the filter conditions to the offering item by selecting **Apply to offering item**, then select **OK** when prompted for confirmation.
The offering item form opens with a banner indicating conditions have changed.
 - f. In the offering item page, save the changes.
You must save the offering item to apply any changes made during the preview.
10. Return to the main offering page by selecting **Back** or by selecting **offering record** link in the top banner.
 11. In the Providers related list, select **Edit** and select a provider from the condition builder to determine which provider instances are eligible to receive the offering.
Adding a provider help you control which providers can subscribe to your data offerings based on specific attributes or conditions. If you don't select any provider, your offering will be available to all the connected providers.
 12. Select **Publish**.

Result

The FDS offering is now published. Providers can request foundation data based on the published FDS offering.

What to do next

[Acknowledge foundation data sync offering request.](#)

Related topics

[Foundation data sync](#)

[Configure outbound foundation data sync as consumers](#)

[Configuring inbound foundation data sync as providers](#)

Acknowledge an FDS offering request from your provider

Acknowledge a foundation data sync (FDS) offering request and send a sample payload to help your provider understand the type of data they will receive.

Before you begin

Role required: admin (sb_admin)

About this task

After a provider requests an FDS offering, the system generates an FDS request and corresponding FDS subscriptions in your Service Exchange instance.

If the **Auto acknowledge FDS Requests** option is not selected, you must manually acknowledge the provider's FDS request to inform them that you're working on the request. Then, send a sample payload to help them understand the type of data they will receive.

When a provider requests an FDS offering, you receive an email notification about the new request, including any required actions.

Procedure

1. Navigate to **All > Service Exchange Consumer > Open Records > FDS Request**.
2. Under **Type: Outbound**, open the FDS request by selecting the record number in the Number column.
The FDS Request form displays details about the provider's data request.
3. Select the **Acknowledge** button.
The request state changes from Received to Work In Progress, and the provider is notified that you're processing their request.
4. Send a sample payload for each subscription.
Each sample payload contains up to five records of sample data to give providers visibility into the data structure and content they will receive.
 - a. In the Foundation Data Consumer Outbound Subscription related list, open the subscription by selecting the record number in the Number column.
 - b. Select the **Send Sample** button.
The sample payload sent to the provider is listed in the **Sample Payload** column in the Subscription Items related list.

Result

A sample payload for each subscription is sent to the provider as sample data. The provider can review the sample to verify the data structure and content before accepting the full data synchronization.

What to do next

[Publish the foundation data subscription.](#)

Related topics

[Foundation data sync](#)

[Configure outbound foundation data sync as consumers](#)

[Configuring inbound foundation data sync as providers](#)

Publish an outbound FDS subscription as a consumer

Publish the foundation data sync (FDS) subscription to complete the foundation data sync after the provider configures and accepts the subscription.

Before you begin

Role required: admin (sb_admin)

About this task

If the **Auto publish FDS subscriptions** option is not selected in your offering definition, you must manually publish each subscription after the provider accepts the subscriptions.

Publishing the subscription activates the data synchronization process and begins sending data to the provider according to the defined cadence.

Procedure

1. Navigate to **All > Service Exchange Consumer > Open Records > FDS Request**.
2. Open the FDS request by selecting the record number in the **Number** column.
3. In the Foundation Data Consumer Outbound Subscriptions related list, open the foundation data subscription by selecting the record number in the **Number** column.
Each subscription represents a specific table or data set that the provider has requested.
4. Select **Publish**.
You must publish each subscription that is accepted by your provider to activate the subscription and begin data synchronization.
The subscription state changes to Published.

Result

The foundation data subscription is now active. Data is synchronized to the provider instance based on the defined cadence and filter criteria.

Related topics

[Foundation data sync](#)

[Configure outbound foundation data sync as consumers](#)

[Configuring inbound foundation data sync as providers](#)

Use for consumers

As a consumer, learn how to use Service Exchange to activate various entitlements to fulfill your requirements.

Using the Scratchpad for Service Exchange tasks

The Scratchpad feature facilitates exchange of data between provider and consumer instances while performing Service Exchange tasks.

Both providers and consumers can add, update, and remove information to and from the Scratchpad table. See [Using the Scratchpad for Service Exchange tasks](#) for detailed information on how to use the Scratchpad feature.

Execute a scan suite as a consumer

Execute a scan suite to identify issues in your instance and review the scan results.

Before you begin

Role required: admin (sb_admin)

Procedure

1. Navigate to **All > Service Exchange Consumer > Administration > Consumer Center**.
2. Select the **Scan suite** tab.
3. Select one or more scan suites to execute.
You can select multiple scan suites based on your requirements. Use the filter builder to filter scan results based on specific criteria.
4. Select **Execute scan suite**.
The system runs the selected scan suites and displays the results. If no issues are found, the message "Scan complete with no issues" appears. If issues are found, a banner displays the number of issues.

- 5. Optional:** If issues are found, click **Go to issues** to view the complete list of issues. You see all identified issues categorized by priority: high, medium, and low. You can click an individual issue to view resolution details.

Modify the scan suite schedule as a consumer

Modify the scan suite schedule to change when a scan suite runs automatically in your consumer instance.

Before you begin

Role required: admin (sb_admin)

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Consumer Center**.
2. From the **Scan suite** tab, select the scan suite you want to modify.
3. Select **Modify Schedule**.
4. Update the schedule timing as needed, and select **Modify**.

Related topics

[Service Exchange Center](#)

Reestablish connection after a clone for a consumer

After you clone your instance, you must reestablish the connection between the consumer and provider instances.

Before you begin

Role required: admin

The clone must be completed. For more information on cloning, see [Instance Clone](#) .

About this task

After you clone your Service Exchange, the inbound and outbound connections move to an error or down state. You must reestablish the connection between provider and consumer target instances to promote proper functionality.

Procedure

1. Navigate to **All > Service Exchange Consumer > Provider Connections**.
You see the Inbound and Outbound fields are in an error state.
2. Open the Provider connection record by selecting the record number in the Number column.
3. From the related list, select **RPS connections > Provider Instance**.
4. In the *Process Sync Remote System Provider Instance* page, select the **Validate and Activate Remote System** related links.
5. Activate inactive Capture Definitions.

 **Note:** When the connection goes down after the clone, automatic mitigation can activate inactive capture definitions. Check the state of each capture definition before you change it.

- a. Navigate to **All > IntegrationHub > Remote Process Sync > Process Sync Definitions**.
- b. Select the Service Exchange Customer Definition.
- c. Select the Capture Definitions related list, change the state of all inactive capture definition to **Active**.

Related topics

[Reestablish connection after a clone for a provider](#)

[List of preservers and exclusions tables for cloning](#)

Create remote tasks to sync data

Use remote tasks to link tasks across multiple instances and run business workflows without custom integrations.

Before you begin

- A remote task definition must already exist.
- Role required: sn_sb.remote_task_creator.

About this task

As a consumer, you can integrate tasks such as incidents, cases, and service requests bi-directionally with your providers using remote tasks.

Procedure

1. Navigate to **All > Incident > Open**.
2. Select the **Number** related link to open an incident.
3. In the Related Links section, select the **Create Remote Task for Provider** related link.

Note: The **Create Task for Provider** related link appears in this section only if at least one active and valid remote task definition is available for the provider table associated with the task.

The Remote Task page opens. The **Parent** field is populated with the task record and the **Status** field is set to New.

4. In the **Remote task definition** field, enter or search for a remote task definition.

Note:

- Only active and valid remote task definitions associated with the parent task are displayed.
- The **Provider Connection** field is automatically filled in based on the remote task definition selected.
- If only one remote task definition is available, the **Remote Task Definition** field is automatically populated.

5. Select **Submit**.

When you navigate back to the parent task, the newly created remote task appears in the Remote Tasks related list.

Note: The remote task is created asynchronously and may not show initially if the parent task form is quickly loaded. Refresh the form to see the newly created remote task.

6. Navigate to *Service Exchange* **Consumer** > **Remote Tasks**.

The list of remote tasks is displayed. When the newly created remote task is received in the provider instance, a new parent task based on the remote task is created.

7. Select the newly created task, then select the **Remote Tasks** tab in the Related Links section. The **Status** field is set to **Connected** and the description has been updated.

8. Navigate back to the parent task.

9. Update the **Short Description** field for the parent task and select **Save**.

10. Log into the consumer instance and open the task.

The data is synced and the **Short Description** field is updated in the consumer instance. A work note indicates that the **Short Description** field was updated by the provider.

Note:

- You can create a remote task on the provider instance by following the same steps. Data is synced between the consumer and provider instances and any changes you make in the consumer instance are automatically updated in the provider instance.
- After an attachment is shared with another instance through Service Exchange using a remote task or a provider task, it becomes part of that instance's data. Service Exchange does not delete attachments on remote instances — the receiving instance must handle deletion.
- When you create a remote task on the consumer instance, the **Provider Connection** field is automatically populated when you select a remote task definition.

Connect and Disconnect remote tasks

Remote tasks associated with active remote task definitions enable you to sync data between two parent tasks on the provider and consumer instances.

When you create a remote task for an active remote task definition, the Status of the remote task is set to **Connected** on the provider and consumer instances if there are no errors. This ensures that the remote task syncs data including field updates, attachments, and comments between the parent tasks.

To stop syncing of data between the instances, navigate to the Remote Task page on the provider or consumer instance and click **Disconnect**. When disconnected, the remote task pauses copying or transfer of data including work notes and comments between the instances.

- Note:** To resume syncing of data, you can navigate to the Remote Task page and click **Connect**. This option works only if the existing configuration is valid and has not been modified, and the remote task definition is active.

Agentic workflows in Now Assist for Service Exchange

Agentic workflows in Now Assist for Service Exchange help users complete tasks and get product information. These workflows include registration assistance and product documentation answers.

Available agentic workflows for Service Exchange AI agent collection

Agentic workflow name	Description	Available AI agents
Service Exchange onboarding	Assists the provider with the consumer registration process, including step-by-step guidance, error checks during registration, and support for resolving any errors.	<ul style="list-style-type: none"> Registration Initiator AI agent Registration Error Monitor AI agent
Service Exchange Knowledge Assistant	Helps users get answers to Service Exchange questions, grounded in documentation that matches the Service Exchange version installed on the instance. It also provides source links for every answer so users can verify the underlying documentation.	Service Exchange Knowledge Assistant AI agent

Service Exchange Knowledge Assistant agentic workflow

Use the Service Exchange Knowledge Assistant agentic workflow to get answers to Service Exchange questions directly in Now Assist.

Service Exchange Knowledge Assistant agentic workflow overview

The Service Exchange Knowledge Assistant agentic workflow helps users get answers to their Service Exchange related questions, grounded in documentation. Also get answers to knowledge articles that matches the Service Exchange version installed on the instance. It also provides source links for every answer so users can verify the underlying documentation. To access this workflow, you must have the `sn_sb.admin` role.

To modify the Service Exchange Knowledge Assistant agentic workflow, you must duplicate the workflow and adjust the settings according to your requirements. For more information, see [Duplicate an agentic workflow](#).

You can initiate the workflow from the Now Assist panel by entering your question. For more information on the Now Assist panel, see [ServiceNow Otto panel](#).

Access the Service Exchange Knowledge Assistant agentic workflow

1. Navigate to **All > AI Agent Studio > Create and manage**.
2. Select Service Exchange Knowledge Assistant.

To create an agentic workflow, see [Create an agentic workflow](#).

Test the Service Exchange Knowledge Assistant agentic workflow

1. Navigate to **All > AI Agent Studio > Testing**.
2. On the Overview page, select **Test AI reasoning**.
3. Select the agentic workflow and version, and select **Start test**.

To test the use case, see [Manually test the execution of an agentic workflow](#).

AI agents and their role in the Service Exchange Knowledge Assistant agentic workflow

The following AI agents are used to execute the instructions for the Service Exchange Knowledge Assistant agentic workflow.

To create an AI agent, see [Create an AI agent](#).

AI agents and their role in Service Exchange Knowledge Assistant agentic workflow

AI agent	AI agent role
Service Exchange Knowledge Assistant	This AI agent answers Service Exchange questions using documentation and knowledge articles curated for the Service Exchange version installed on the instance. It also cites the source documentation used to generate each answer.

Integration with Sales Customer Relationship Management

Providers can use Service Exchange to publish their product offers to a consumer using a Service Exchange Remote Record Producer.

Consumers can order a connected provider's Sales Customer Relationship Management product offering from service catalogs in their ServiceNow instances, enabling faster order fulfillment, improved accuracy, and improved customer satisfaction. For more details, see [Order Management for providers with Service Exchange](#).

Service Exchange reference

Reference topics provide additional information about the Service Exchange data model and configuration.

Components installed with Service Exchange for Providers

Several types of components are installed when you activate the Service Exchange for Providers application, including tables, user roles, and business rules.

The Application Files [sys_metadata] table lists the components that are installed with this application. For instructions on how to access this table, see [Find components installed with an application](#).

Roles installed

The following roles are installed with the Service Exchange for Providers application.

Roles installed with the Service Exchange for Providers application

Role title [name]	Description	Contains roles
Service Exchange requester [sn_sb.requestor]	<ul style="list-style-type: none"> Enables members of the customer IT staff to request and monitor services from the provider from their service catalog. <p>Note: Any member of the customer's staff who needs access to the provider's remote record producers requires this role.</p> <ul style="list-style-type: none"> Provides access to the remote record producers and provider tasks. 	N/A
Service Exchange read [sn_sb.read]	<ul style="list-style-type: none"> Enables the provider's customer service agents to read the contents of the provider task record. Provides read-only access to the Service Exchange application. 	N/A
Service Exchange admin [sn_sb.admin]	<ul style="list-style-type: none"> Typically assigned to an administrator for the Service Exchange applications on both the customer and the provider side. Provides read access to all Service Exchange tables 	<ul style="list-style-type: none"> sn_sb.requestor sn_sb.remote_task_creator sn_sb.read flow_designer sn_customerservice.case_viewer sn_customerservice.customer_data_viewer catalog

Business rules installed

The following business rules are installed with the Service Exchange for Providers application.

Business rules installed with the Service Exchange for Providers application

Business rule	Table	Description
Abort duplicate remote task insert	sn_sb_pro_remote_task	Aborts insert of remote task if it already exists.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Abort if duplicate transform is found	sn_sb_pro_transform	Aborts insert or update of transform if duplicate found.
Abort if duplicate URL	sn_sb_pro_consumer_connection	Aborts insert of consumer connection if duplicate URL already exists.
Abort if field name already in use	sn_sb_pro_inbound_field	Aborts insert of inbound field if name is a duplicate.
Abort if field name already in use	sn_sb_pro.outbound_field	Aborts insert of outbound field if name is a duplicate.
Abort if remote task def is not editable	sn_sb_pro_remote_task_def_customer_criteria	Blocks creating or editing consumer criteria if associated remote task def is not in an editable state.
Abort if remote task def is not editable	sn_sb_pro_inbound_field	Blocks insert of inbound fields if associated remote task definition is not in an editable state.
Abort if remote task def is not editable	sn_sb_pro_outbound_field	Blocks insert of outbound fields if associated remote task definition is not in an editable state.
Abort publish if duplicate record	sn_sb_pro_remote_task_def	Blocks publishing of remote task definition if is a duplicate record.
Abort Remote Task Create If Missing Conn	sn_sb_pro_remote_task	Sets connection on remote task if present, or aborts insert if none found.
Abort remote task def delete by provider	sn_sb_pro_remote_task_def	Prevents remote task definition deletion if definition is not in retired state.
Add cat_item name to g_scratchpad	item_option_new	Adds the catalog item name to the scratchpad on display.
Add consumer connection data to session	sn_sb_pro_consumer_connection	Adds consumer connection data to session data.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Approve approval record	sn_sb_pro_provider_task	Handles record approvals through provider tasks.
Assure deletable	sn_sb_pro_remote_choice_definition	Checks that a remote task definition is deletable.
Assure persona name uniqueness	sn_sb_pro_persona	Prevents persona records being created with same name.
Assure unique and updatable	sn_sb_pro_remote_choice_definition	Ensures that only unique remote task definitions are inserted or updated.
Assure uniqueness of criteria for RRP	sn_sb_pro_remote_record_producer_consumer_criteria	Ensures the criteria added to a remote record producer is unique.
Clear remote task client data	sn_sb_pro_remote_task	Clears session data for remote task transactions.
Copy attachment from Provider Task	sys_attachment	Copies attachments from synced provider tasks to parent task.
Copy attachment to Provider Task	sys_attachment	Copies attachments from parent task to provider tasks.
Create default user criteria on Insert	sn_sb_pro_remote_record_producer	Creates default user criteria on insert of remote record producer.
Create or Update transport connection	sn_sb_pro_consumer_connection	Manages transport connection on connection changes.
Create parent on synced remote task	sn_sb_pro_remote_task	Creates parent task on synced remote task insert.
Delete associated criteria record	sn_sb_pro_remote_task_def	Deletes associated criteria records on delete of a remote task definition.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Delete associated records	sn_sb_pro_remote_task_def	Deletes inbound and outbound mapping records associated with remote task definition.
Disconnect RT when RTD Deleted	sn_sb_pro_remote_task_def	Disconnects all associated remote tasks when a remote task definition is deleted.
Display Scope mismatch warning	Item_option_new	Shows warning on variable records when in incorrect scope.
Error RT when Parent Deleted	task	When a parent task is deleted, all associated remote tasks status is set to the Error state.
Force RRP to Draft State on Edits	catalog_ui_policy_action	Sets remote record producer state to Draft when associated records are edited.
Force RRP to Draft State on Edits	sys_attachment	Sets remote record producer state to Draft when associated records are edited.
Force RRP to Draft State on Edits	catalog_ui_policy	Sets remote record producer state to Draft when associated records are edited.
Force RRP to Draft State on Edits	question_choice	Sets remote record producer state to Draft when associated records are edited.
Force RRP to Draft State on Edits	item_option_new	Sets remote record producer State to Draft when associated records are edited.
Force Updates to Update Sets	item_option_new	Forces update sets to update on record edits.
Force Updates to Update Sets	catalog_ui_policy	Forces update sets to update on record edits.
Force Updates to Update Sets	catalog_ui_policy_action	Forces update sets to update on record edits.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Force Updates to Update Sets	question_choice	Forces update sets to update on record edits.
Gen entitlements for publish/retire RRP	sn_sb_pro_remote_record_producer	Generates entitlements for remote record producers that are published or retired.
Gen entitlements for update Persona	sn_sb_pro_persona	Generates entitlements for personas when edited.
Generate entitlements for remote task def	sn_sb_pro_remote_task_def	Generates entitlements for remote task definition changes.
Handle authorized user transport	sn_sb_pro_authorized_user	Manages transmission of authorized user changes through the transport layer.
Limit registration tasks by Company and URL	sn_sb_pro_registration	Controls registration tasks by company and URL.
Populate customer details on provider	sn_sb_pro_provider_task	Populates inserted provider task information from consumer connection.
Populate scratchpad	sn_sb_pro_registration	Populates scratchpad with relevant information on registration.
Propagate Service Exchange Version Changes	v_plugin	Adds Service Exchange version changes on settings record.
Reject approval record	sn_sb_pro_provider_task	Handles rejection through provider tasks.
Remote Choice: Update attributes field	item_option_new	Updates Attributes field on remote choice for variable changes.
Reset Consumer table on mappings	sn_sb_pro_remote_task_def	Resets the consumer table field on mappings associated with remote task definition when consumer table mappings change.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Reset Provider table on mappings	sn_sb_pro_remote_task_def	Resets the provider table field on mappings associated with remote task definition on definition provider table change.
Restrict RRP variable types	item_option_new	Restricts the types of variables allowed when associated with a remote task definition.
Retry Errored RT on RTD Activation	sn_sb_pro_remote_task_def	Retry parent creation for remote tasks if associated remote task definition is activated and remote task parent is null.
Send auto approval	sn_sb_pro_authorized_user	Manages automatic approvals of authorized users.
Service Exchange bootstrap	sn_sb_pro_registration	Helps manage onboarding for Service Exchange.
Set company on remote task insert	sn_sb_pro_remote_task	Sets the company (and account if present) on remote tasks on insert through sync.
Set copied RRP state to default	sn_sb_pro_remote_record_producer	Manages setting remote record producer state when copied.
Set default values	sn_sb_pro_authorized_user	Sets default values on authorized users on insert.
Set outbound vars json on insert	sn_sb_pro_remote_task	Sets the outbound vars json field on remote task insert by current instance.
Set Provider task number	sn_sb_pro_provider_task	Sets the provider task number to synced provider task number.
Set Remote task number	sn_sb_pro_remote_task	Sets remote task number on synced remote task number.
Show warning messages	sn_sb_pro_remote_record_producer	Shows warning messages for remote record producer errors.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Show warning on incomplete Remote Task Definition	sn_sb_pro_remote_task_def	Shows warnings on remote task definition if required related records are missing.
Sync Attachment from Parent Task	sys_attachment	Syncs attachments from parent tasks to associated remote tasks.
Sync comments from provider task	sys_journal_field	Syncs comments from synced provider tasks to parent task.
Sync Remote Task Attachment to Parent	sys_attachment	Copies synced remote task attachments to parent task.
Trigger changed attachment transport	sys_attachment	Handles attachment changes syncing through the transport layer.
Trigger entitlement transport	sn_sb_pro_entitlement	Manages entitlements syncing through transport layer
Trigger inserted attachment transport	sys_attachment	Manages attachment insert syncing through the transport layer.
Trigger provider PT transport	sn_sb_pro_provider_task	Manages provider task syncing through the transport layer.
Trigger provider remote task transport	sn_sb_pro_remote_task	Manages remote task insert and delete syncing through the transport layer.
Trigger remote task transport update	sn_sb_pro_remote_task	Manages remote task update syncing through the transport layer.
Trigger SBSScratchpad Transport	sn_sb_scratchpad	Manages scratchpad update syncing through the transport layer.
Trigger settings transport	sn_sb_pro_service_bridge_settings	Manages Service Exchange setting syncing through the transport layer.
Update comments from Task to PT	task	Handles syncing of comments from parent task to provider task.

Business rules installed with the Service Exchange for Providers application (continued)

Business rule	Table	Description
Update consumer registration	sn_sb_pro_service_bridge_settings	Updates consumer registration on insert of settings record.
Update Persona RRP on Change	sn_sb_pro_persona	Updates remote record producer persona when modified.
Validate Authorized Users Field Values	sn_sb_pro_service_bridge_settings	Validates authorized users field values when updated.
Validate max authorized user	sn_sb_pro_service_bridge_settings	Ensures max authorized user number is within valid range.
Validate Provider task	sn_sb_pro_provider_task	Validates a provider task insert or update is allowed.

Tables installed

The following tables are installed with the Service Exchange for Providers application.

Tables installed with the Service Exchange for Providers application

Table	Description
Authorized Users [sn_sb_pro_authorized_user]	Contains the authorized user records.
Consumer Connection [sn_sb_pro_consumer_connection]	Consumer connection record for provider, extends the base connection table.
Entitlement [sn_sb_pro_entitlement]	Provider entitlements associating records to entitled consumers, extends base entitlement table.
Inbound Field [sn_sb_pro_inbound_field]	Manages provider side inbound field mappings for remote task definitions.
Outbound Field [sn_sb_pro_outbound_field]	Manages provider side outbound field mappings for remote task definitions.
Personas [sn_sb_pro_persona]	Manages personas for Service Exchange.
Provider [sn_sb_pro_provider]	Provider association record to tie provider side records together.
Provider Task [sn_sb_pro_provider_task]	Provider tasks on provider side, created by consumers through remote record producers.
Registration [sn_sb_pro_registration]	Service Exchange registration records.

Tables installed with the Service Exchange for Providers application (continued)

Table	Description
Remote Choice Definition [sn_sb_pro_remote_choice_definition]	Remote choice definitions for remote record producer.
Consumer Criteria [sn_sb_pro_remote_record_producer_consumer_criteria]	Consumer criteria records attributed to remote record producers, controls which consumers are entitled to a given remote record producer.
Remote service [sn_sb_pro_remote_service]	Remote service record.
Remote Task [sn_sb_pro_remote_task]	Remote tasks for managing data transfer between parent tasks on synced instances.
Remote Task Definition [sn_sb_pro_remote_task_def]	Remote task definition, controls creation and processing of remote tasks.
Consumer Criteria [sn_sb_pro_remote_task_def_consumer_criteria]	Consumer criteria records attributed to remote task definitions, controls which consumers are entitled to a given remote task definition.
Remote Task Variable [sn_sb_pro_remote_task_variable]	Glide variables associated with a remote task, allows displaying incoming synced data
Service Exchange Settings [sn_sb_pro_service_bridge_settings]	Settings record for provider, manages various Service Exchange settings alignment between provider and consumer.
Transform [sn_sb_pro_transform]	Provider side transform records.

Flows installed

The following flows are installed with the Service Exchange for Providers application.

Flows installed with the Service Exchange for Providers application

Flow	Description
Create Proactive Provider task from Case [create_proactive_provider_task_from_case]	Creates provider task from case in proactive use case.
Process Incoming Consumer Provider Task [process_incoming_consumer_provider_task]	Manages incoming provider tasks from consumer.
Process Service Exchange registration [process_service_bridge_registration]	Manages Service Exchange registration.
Service Exchange Attachment Sync to Task	Syncs attachments from provider task to parent task.

Flows installed with the Service Exchange for Providers application (continued)

Flow	Description
[attachment_sync_provider_task_to_task]	
Service Exchange Case to Provider task Update [service_bridge_case_to_provider_task_update]	Manages creating provider tasks on case update.
Service Exchange Change Request to Provider task Update [service_bridge_change_request_to_provider_task_update]	Manages creating provider tasks on change update.
Service Exchange Incident to Provider task_Update [service_bridge_incident_to_provider_task_update]	Manages creating provider tasks on incident update.
Service Exchange Provider Task to Case Update [service_bridge_provider_task_to_case_update]	Manages processing of provider tasks and creation of associated parent case task.
Service Exchange provider task to Change Request Update [service_bridge_provider_task_to_change_request_update]	Manages processing of provider tasks and creation of associated parent change request task.
Service Exchange provider task to Incident Update [service_bridge_provider_task_to_incident_update]	Manages processing of provider tasks and creation of associated parent incident task.

Subflows installed

The following subflows are installed with the Service Exchange for Providers application.

Subflows installed with the Service Exchange for Providers application

Subflow	Description
Create Case from Provider task [create_case_from_provider_task]	Creates parent task case from a Provider Task.
Create Change from Provider task [create_change_from_provider_task]	Creates parent task change from Provider Task.

Subflows installed with the Service Exchange for Providers application (continued)

Subflow	Description
Create Incident from Provider task [create_incident_from_provider_task]	Creates parent task incident from Provider Task.
Create OAuth Client [create_oauth_client]	Creates the OAuth client on onboarding.
Process invalid Provider task [process_invalid_provider_task]	Manages provider tasks that have invalid configurations.
Repair RPS Consumer Connection Error [repair_rps_consumer_connection_error]	Attempts to fix Remote Process Sync errors in the Consumer Connection.

Flow actions installed

The following flow actions are installed with the Service Exchange for Providers application.

Flow actions installed with the Service Exchange for Providers application

Flow action	Description
Copy attachment [copy_attachment]	Copies a given attachment to a given record.
Copy task variables [copy_task_variables]	Retrieves task variable data for use in flows.
Create parent from remote task [create_parent_from_remote_task]	Creates a parent task from a given remote task.
Create remote task for consumer [create_remote_task_for_consumer]	Creates a remote task for a given parent task and consumer.
File Service Exchange registration email event [file_service_bridge_registration_email_event]	Files email with information during Service Exchange registration.
Is Transporter User	Checks if current user is transport user.

Flow actions installed with the Service Exchange for Providers application (continued)

Flow action	Description
[is_transporter_user]	
Parse Provider Task vars_json [parse_provider_task_vars_json]	Parses out the vars json field on the Provider Task.
Repair RPS Consumer Connection [repair_rps_consumer_connection]	Attempts to fix Remote Process Sync errors on Consumer Connection.

Components installed with Service Exchange for Consumers

Several types of components are installed with activation of the Service Exchange for Consumers application including tables, user roles, and business rules.

Note: The Application Files [sys_metadata] table lists the components that are installed with this application. For instructions on how to access this table, see [Find components installed with an application](#).

Roles installed

The following roles are installed with the Service Exchange for Consumers application.

Roles installed with the Service Exchange Consumers application

Role title [name]	Description	Contains roles
Service Exchange admin [sn_sb.admin]	<ul style="list-style-type: none"> Typically assigned to an administrator for the Service Exchange applications on both the customer and the provider side. Provides read access to all Service Exchange tables 	<ul style="list-style-type: none"> sn_sb.read sn_sb.requestor sn_sb.remote_task_creator flow_designer catalog
Service Exchange read [sn_sb.read]	Provides read-only access to provider tasks	N/A
Service Exchange requester [sn_sb.requestor]	Provides access to remote record producers and provider tasks	N/A

Business rules installed

The following business rules are installed with the Service Exchange for Consumers application.

Business rules installed with the Service Exchange for Consumers application

Business rule	Table	Description
Abort Duplicate Remote Task Insert	[sn_sb_con_remote_task]	Aborts remote task insert if one already exists matching the same parent and remote task definition.
Abort if duplicate transform is found	[sn_sb_con_transform]	Aborts transform insert if duplicate is found.
Abort if duplicate URL	[sn_sb_con_provider_connection]	Aborts connection record insert if record with same URL is found.
Abort Remote Task Create If Missing Conn	[sn_sb_con_remote_task]	Aborts remote task insert if connection field is empty.
Add provider connection data to session	[sn_sb_con_provider_connection]	Saves connection data for later use.
Change state to Work in Progress	[sn_sb_con_provider_task]	Updates State to Work in Progress for provider tasks.
Check provider published variable	[item_option_new]	Verifies if the provider side variable published is valid.
Check Remote Task Def Simple Triggers	[task]	Checks if changes to parent task have triggered changes in the Remote Task Definition simple trigger conditions.
Clear Remote Task Client Data	[sn_sb_con_remote_task]	Clears client data associated with remote tasks after the transaction is completed.
Create or Update Transport Connection	[sn_sb_con_provider_connection]	Manages transport connection insert and update.
Create parent on synced remote task	[sn_sb_con_remote_task]	Creates parent task for synced remote tasks.
Delete associated records	[sn_sb_con_remote_task_def]	Deletes related records when Remote Task Definition is deleted.
Disconnect RT when RTD Deleted	[sn_sb_con_remote_task_def]	Disconnects all associated remote tasks when Remote Task Definition is deleted.
Error RT when Parent Deleted	[task]	Errors out all associated remote tasks when parent task is deleted.
Generate OAuth registry	[sn_sb_con_provider_connection]	Creates OAuth registry for a connection.
Handle authorized user transport	[sn_sb_con_authorized_user]	Sends authorized user records through transport layer.

Business rules installed with the Service Exchange for Consumers application (continued)

Business rule	Table	Description
Inactive Remote Task Definition when archived	[sn_sb_con_remote_task_def]	Deactivates Remote Task Definition on consumer instance when archived by provider.
Populate Company on Consumer	[sn_sb_con_provider_task]	Sets company field on provider tasks on Insert.
Populate Provider task data	[sn_sb_con_provider_task]	Adds extra data on Insert of Provider Task.
Process Deleted Entitlements	[sn_sb_con_entitlement]	Manages entitlement deletion by deleting associated elements.
Process Entitlement attachment changes	[sys_attachment]	Manages changes to attachments for entitlements.
Process New and Updated Entitlements	[sn_sb_con_entitlement]	Manages creation of new entitlements and updates to existing entitlements.
Propagate Service Exchange Version Changes	[v_plugin]	Tracks and updates settings when Service Exchange version is updated.
Remote Choice: cache user selection	[sn_sb_con_provider_task]	Caches user selections to prevent repeat requests for the same data.
Retry Errored RT on RTD Activation	[sn_sb_con_remote_task_def]	Attempts to create parent task creation for remote tasks with errors when the associated remote task definition is activated.
Set company field on remote task insert	[sn_sb_con_remote_task]	Sets the company field for remote tasks during Insert.
Set Connection Id from RRP	[sn_sb_con_provider_task]	Sets the Connection Id from the Remote Record Producer associated with the Provider Task.
Set Customer Version on Settings Insert	[sn_sb_con_service_bridge_settings]	Sets the Service Exchange for Consumer application version on Settings during the Insert operation.
Set default values	[sn_sb_con_authorized_user]	Sets default values on authorized users when created.
Set outbound vars json on insert	[sn_sb_con_remote_task]	Sets the outbound json field on remote tasks when inserted by current instance.

Business rules installed with the Service Exchange for Consumers application (continued)

Business rule	Table	Description
Set Provider task number	[sn_sb_con_provider_task]	Sets provider task number on insert from client data
Set Remote Task number	[sn_sb_con_remote_task]	Sets remote task number on insert from client data
Set Table Details On Virtual Transform	[sn_sb_con_transform]	Sets table data on virtual transforms.
Sync Attachment from Parent Task	[sys_attachment]	Syncs attachments from parent task to all remote tasks associated with parent task.
Sync Remote Task Attachment to Parent	[sys_attachment]	Syncs attachments from remote task to parent task.
Trigger changed attachment transport	[sys_attachment]	Triggers attachment sync through transport layer when updated.
Trigger consumer PT transport	[sn_sb_con_provider_task]	Triggers provider task sync through transport layer.
Trigger consumer remote task transport	[sn_sb_con_remote_task]	Triggers remote task sync through transport layer during Insert or Delete operations.
Trigger inserted attachment transport	[sys_attachment]	Triggers attachment sync through transport layer during Insert operation.
Trigger remote task transport update	[sn_sb_con_remote_task]	Triggers remote task sync through transport layer when updated.
Trigger SBScratchpad Transport	[sn_sb_scratchpad]	Triggers scratchpad sync through transport layer.
Trigger settings transport	[sn_sb_con_service_bridge_settings]	Triggers settings record sync through transport layer.
Update entitlement status on delete	[sn_sb_con_service_bridge_settings]	Updates entitlement status when deleted.
Update entitlement status on delete	[sn_sb_con_persona]	Updates persona record on entitlement when deleted.
Update entitlement status on delete	[sn_sb_con_remote_task_def]	Updates Remote Task Definition record on entitlement when deleted.
Update entitlement status on update	[sn_sb_con_persona]	Manages persona record on entitlement when updated.
Update entitlement status on update	[sn_sb_con_remote_task_def]	Manages Remote Task Definition record on entitlement when updated.

Business rules installed with the Service Exchange for Consumers application (continued)

Business rule	Table	Description
Update entitlement status on update	[sn_sb_con_remote_record_producer]	Manages Remote Record Producer record on entitlement when updated.
Validate activation and complete setup	[sn_sb_con_remote_record_producer]	Validates Remote Record Producer before activation.
Validate request on customer	[sn_sb_con_provider_task]	Checks for valid connection on Provider Task.
Warn if Global Script Include is missing	[sn_sb_con_remote_record_producer]	Displays warning if global script include is not present when processing Remote Record Producer.

Tables installed

Tables installed with the Service Exchange for Consumers application

Table	Description
Authorized user [sn_sb_con_authorized_user]	Authorized users.
Connection [sn_sb_con_consumer]	Consumer side connection record.
Entitlement [sn_sb_con_entitlement]	Consumer side table extending entitlements.
Inbound Field [sn_sb_con_inbound_field]	Consumer side inbound fields for Remote Task Definitions.
Outbound Field [sn_sb_con_outbound_field]	Consumer side outbound fields for Remote Task Definitions.
Personas [sn_sb_con_persona]	Consumer side persona records.
Provider Connection [sn_sb_con_provider_connection]	Provider Connection record linking consumer to provider instance, extending base connection table.
Provider Task [sn_sb_con_provider_task]	Consumer side provider task records, extends Provider Task base table.
Remote Choice Cache	Consumer side cache for remote choice queries.

Tables installed with the Service Exchange for Consumers application (continued)

Table	Description
[sn_sb_con_remote_choice_cache]	
Remote Record Producer [sn_sb_con_remote_record_producer]	Consumer side Remote Record Producer records.
Remote Task [sn_sb_con_remote_task]	Consumer side remote task records, extends remote task base table.
Remote Task Definition [sn_sb_con_remote_task_def]	Consumer side Remote Task Definition records.
Remote Task Variable [sn_sb_con_remote_task_variable]	Remote Task associated variable table extending glide vars.
Service Exchange Settings [sn_sb_con_service_bridge_settings]	Consumer side Service Exchange setting records, extends settings base table.
Remote Choice [sn_sb_con_st_remote_choice]	Consumer side remote choice records.
Transform [sn_sb_con_transform]	Consumer side transform records, extends transform base table.

Flows installed

The following flows are installed with the Service Exchange for Consumers application.

Flows installed with the Service Exchange for Consumers application

Flow	Description
Process Remote Record Producer Entitlements with Remote Choice Variables [process_remote_record_producer_entitlements_with_remote_choice_variables]	Processes entitlements for remote record producers on consumer with remote choice variables included.

Subflows installed

The following subflows are installed with the Service Exchange for Consumers application.

Subflows installed with the Service Exchange for Consumers application

Subflow	Description
Repair RPS Provider Connection Error	Handles provider connection errors with Remote Process Sync when in error state.

Subflows installed with the Service Exchange for Consumers application (continued)

Subflow	Description
[repair_rps_provider_connection_error]	

Flow actions installed

The following flow actions are installed with the Service Exchange for Consumers application.

Flow actions installed with the Service Exchange for Consumers application

Action	Description
Create Parent From Remote Task [create_parent_from_remote_task]	Creates a parent record for a synced remote task.
Create Record Producer and Remote Choice Dependent Variables [create_record_producer_and_entities]	Creates a remote record producer and the associated remote choice dependent variables from a synced entitlement.
Create Remote Task [create_remote_task]	Creates a remote task for a given parent and remote task definition.
Repair RPS Provider Connection [repair_rps_provider_connection]	Attempts to fix Remote Process Sync errors on Provider Connection.

Service Exchange data model

The Service Exchange applications data model provides insight into how the tables that are used in Service Exchange relate to each other.

The data model uses a combination of the following types of tables to store data:

- Service Exchange application tables.
- ServiceNow AI Platform standard tables.

The following table lists the Access Control Rights (ACR) for specific Service Exchange base table.

Access to tables by role in the Service Exchange base application

Table	Read	Write	Delete	Create
Authorized user [sn_sb_authorized_user]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Connection [sn_sb_connection]	admin sn_sb.admin	admin	admin	admin
Entitlement	admin	admin	None	None

Access to tables by role in the Service Exchange base application (continued)

Table	Read	Write	Delete	Create
[sn_sb_entitlement]	sn_sb.admin			
Provider Task	admin	admin	admin	admin
[sn_sb_provider_task]	sn_sb.admin	sn_sb.admin		sn_sb.admin
	sn_sb.requestor	sn_sb.requestor		sn_sb.requestor
Remote Record Producer	admin	admin	admin	admin
[sn_sb_remote_record_producer]	sn_sb.admin			
Remote Task	admin	None	None	None
[sn_sb_remote_task]	sn_sb.admin			
	sn_sb.remote_task_creator			
Scratchpad	admin	None	None	None
[sn_sb_scratchpad]				
Transform	admin	None	None	None
[sn_sb_transform]	sn_sb.admin			
Transform Line	admin	None	None	None
[sn_sb_transform_line]	sn_sb.admin			

Service Exchange for Providers data model

The Service Exchange for Providers data model provides insight into how the tables that are used in the Service Exchange for Providers application relate to each other.

The Service Exchange for Providers application data model uses a combination of the following types of tables to store data:

- Service Exchange of Providers application tables.
- Customer Service Management application tables.
- ServiceNow AI Platform standard tables.

The following table lists the Access Control Rights (ACR) for specific Service Exchange for Provider tables.

Access to tables by role in the Service Exchange for Providers application

Table	Read	Write	Delete	Create
Authorized user [sn_sb_pro_authorized_user]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Consumer Connection [sn_sb_pro_consumer_connection]	admin sn_sb.admin	admin	admin	admin
Entitlement [sn_sb_pro_entitlement]	admin sn_sb.admin	None	None	None
Inbound Field [sn_sb_pro_inbound_field]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Outbound Field [sn_sb_pro_outbound_field]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Persona [sn_sb_pro_persona]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Provider [sn_sb_pro_provider]	admin sn_sb.admin	admin	admin	admin
Provider Task [sn_sb_pro_provider_task]	admin sn_sb.admin sn_sb.requestor	admin sn_sb.admin sn_sb.requestor	admin	admin sn_sb.admin sn_sb.requestor
Registration [sn_sb_pro_registration]	admin sn_sb.admin sn_sb_pro_consumer	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Remote Choice Definition [sn_sb_pro_remote_choice_definition]	admin sn_sb.admin	None	None	None
Remote Record Producer	admin	admin	admin	admin

Access to tables by role in the Service Exchange for Providers application (continued)

Table	Read	Write	Delete	Create
[sn_sb_con_remote_record_providers]	sn_sb.admin	sn_sb.admin	sn_sb.admin	sn_sb.admin
Consumer Criteria	admin	admin	admin	admin
[sn_sn_pro_remote_record_providers]	sn_sb.admin	sn_sb.admin	sn_sb.admin	sn_sb.admin
Remote Service	admin	admin	admin	admin
[sn_sb_pro_remote_service]	sn_sb.admin			
Remote Task	admin	admin	admin	admin
[sn_sb_con_remote_task]	sn_sb.admin	sn_sb.admin	sn_sb.admin	sn_sb.admin
	sn_sb.remote_task_creator	sn_sb.remote_task_creator	sn_sb.remote_task_creator	sn_sb.remote_task_creator
Remote Task Definition	admin	admin	admin	admin
[sn_sb_con_remote_task_def]	sn_sb.remote_task_creator			sn_sb.remote_task_creator
Consumer Criteria	admin	admin	admin	admin
[sn_sv_pro_remote_task_def_consumers]	sn_sb.admin	sn_sb.admin	sn_sb.admin	sn_sb.admin
Variable	admin	admin	admin	admin
[sn_sb_con_remote_task_variable]	sn_sb.admin			
Service Exchange Settings	admin	admin	None	None
[sn_sb_con_service_bridge_settings]	sn_sb.admin	sn_sb.admin		
Transform	admin	admin	admin	admin
[sn_sb_con_transform]	sn_sb.admin	sn_sb.admin	sn_sb.admin	sn_sb.admin

Service Exchange for Consumers data model

The Service Exchange for Consumers data model provides insight into how the tables that are used in the Service Exchange for Consumers application relate to each other.

The Service Exchange for Consumers data model uses a combination of the following types of tables to store data:

- Service Exchange for Consumers application tables.
- Customer Service Management application tables.
- ServiceNow AI Platform standard tables.

The following table lists the Access Control Rights (ACR) for specific Service Exchange for Consumer tables.

Access to tables by role in the Service Exchange for Consumers application

Table	Read	Write	Delete	Create
Authorized User [sn_sb_con_authorized_user]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin
Consumer [sn_sb_con_consumer]	admin sn_sb.admin	admin	admin	admin
Entitlement [sn_sb_con_entitlement]	admin sn_sb.admin	None	None	None
Inbound Field [sn_sb_con_inbound_field]	admin sn_sb.admin	admin sn_sb.admin	None	None
Outbound Field [sn_sb_con_outbound_field]	admin sn_sb.admin	admin sn_sb.admin	None	None
Persona [sn_sb_con_persona]	admin sn_sb.admin	None	None	None
Provider Connection [sn_sb_con_provider_connection]	admin sn_sb.admin	admin	admin	None
Provider Task [sn_sb_con_provider_task]	admin sn_sb.admin sn_sb_requestor	admin sn_sb.admin sn_sb_requestor	admin	admin sn_sb.admin sn_sb_requestor
Remote Choice Cache [sn_sb_con_remote_choice_cache]	admin	admin	None	None

Access to tables by role in the Service Exchange for Consumers application (continued)

Table	Read	Write	Delete	Create
Remote Record Producer [sn_sb_con_remote_record_producer]	admin sn_sb.admin sn_sb_requestor	None	admin sn_sb.admin	None
Remote Task [sn_sb_con_remote_task]	admin sn_sb.admin sn_sb_remote_task_creator	admin sn_sb.admin sn_sb_remote_task_creator	admin sn_sb.admin sn_sb_remote_task_creator	admin sn_sb.admin sn_sb_remote_task_creator
Remote Task Definition [sn_sb_con_remote_task_def]	admin sn_sb.admin sn_sb_remote_task_creator	admin sn_sb.admin	admin sn_sb.admin	None
Variable [sn_sb_con_remote_task_variable]	admin sn_sb.admin	None	None	None
Service Exchange Settings [sn_sb_con_service_bridge_settings]	admin sn_sb.admin	admin sn_sb.admin	None	None
Remote Choice [sn_sb_con_st_remote_choice]	admin sn_sb.admin sn_sb_requestor	None	None	None
Transform [sn_sb_con_transform]	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin	admin sn_sb.admin

Domain separation and Service Exchange

Domain separation is supported for Service Exchange. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see [Application support for domain separation](#) .

The Provider Task and Remote Task tables have domain separation available. When data is added to these tables, Service Exchange inserts them into the domain of the parent task. This is done if available, or the connected instance based on the associated company by default. If necessary, the instance admin can apply their own business rule to redirect the data after the Service Exchange default rule has been applied. However, this should only be done by setting a different company on the records before inserting them.

How domain separation works in Service Exchange

- The Provider Task and Remote Task tables in the application are domain-separated.
- Make sure that the consumer company and account tables are associated to the right domain for the domain separation logic to work.

Use cases

When providers have their consumer data separated by domains, the provider tasks, remote tasks, and the corresponding parent tasks are associated with the respective customer domains.

Related topics

[Domain separation for service providers](#) 

Service Exchange error log

Track errors on recent transactions, provide connection status, run health checks, and provide recommendations.

About this task

Note: The Brazil release, includes a framework to capture Service Exchange errors. Currently, the table displays the following known errors:

1. Global Script Include check: Checks if this script has been installed and if it is the latest version.
2. During registration for provider: Captures errors from the creation of the registration task through closed complete. An email notification with the list of errors captured in the last one hour along with the cause and solution is sent to the Service Exchange administrator.
3. During Registration for consumer: Captures errors from the creation of the Provider Connection record through closed complete. An email notification with the list of errors captured in the last one hour along with the cause and solution is sent to the Service Exchange administrator.
4. Remote system inbound and outbound errors
5. Heartbeat connection

You can view and diagnose errors and follow the steps provided to resolve the errors. Errors are logged as they occur, and if there have been any new ones in the last hour, an email notification is sent to the Service Exchange administrators. Each error record provides the following details:

- A detailed description of the error.
- Reason the error has occurred.
- Steps to resolve the error.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Service Exchange Provider > Administration > Error Log**.

The list of errors that have occurred is displayed.

Note: You can view errors on the consumer instance. To do so, login to consumer instance, and navigate to **All > Service Exchange Consumer > Administration > Error Log**.

2. Click on the Number link to view the error.

3. The following details are displayed.

Field	Description
Number	The number assigned to the error.
Known error	Detailed information about the error and how to resolve it. This information is displayed in the fields below.
Error	A detailed description of the error.
Cause	Reason the error has occurred. If this is not a known issue, the Cause is set to Unknown .
Solution	A link is provided to the Knowledge Base article that contains the steps that need to be followed to resolve the error.

Field	Description
Connection	This field is populated if the error is caused by connection issue.
Created	Date and time at which the error occurred.

List of preservers and exclusions tables for cloning

When installing Service Exchange, certain tables must be preserved or excluded to maintain connectivity after a clone.

If the default system profile is used, some of the Service Exchange table data isn't preserved. To address this issue, you must create a custom clone profile with specific settings required for Service Exchange. Navigate to **All > System Clone > Clone Profiles** and select **New** to create a custom profile. For more details on clone profiles, see [Create a custom clone profile](#). In this profile, you must:

- Remove the **Remote Process Sync Disable Records** script from the Cleanup scripts related list,
- Validate if the following Service Exchange tables are included in the custom profile.

Note: After a clone, you must reestablish the connection and activate the Capture Definitions. See [Reestablish connection after a clone for a provider](#) and [Reestablish connection after a clone for a consumer](#).

Service Exchange tables to preserve and exclude

The following scenarios describe how clone operations affect table data based on table configuration in the preservers and the exclusions tables list.

Clone operation results by table configuration

Preservers tables	Exclusions tables	Result on target instance
Included	Included	Target table retains existing data. The system preserves existing records and copies no records from the source.
Included	Not included	Target table retains existing records and receives additional records from the source table. The system does not overwrite existing records.
Not included	Included	Target table is empty after the clone. The system discards existing target records and copies no records from the source.
Not included	Not included	Target table contains only source table data. The system replaces all pre-existing target records with records from the source.

Update the Clone Profile Preservers and Exclusions lists to include only the Service Exchange tables specified in the following preservers and exclusions tables. Add any missing tables from the specified lists and remove any Service Exchange tables that are not included in these lists.

Preservers or Exclusions table

	Preservers table	Exclusions table
Global	<ul style="list-style-type: none"> • catalog_ui_policy • catalog_ui_policy_action • ih_sync_capture_definition • ih_sync_definition • ih_sync_inbound_definition • ih_sync_outbound_definition • ih_sync_process_event • ih_sync_remote_system • item_option_new • sc_cat_item_catalog • sc_cat_item_category • sc_cat_item_user_criteria_mtom • sc_cat_item_user_criteria_no_mtom • sc_category • scan_finding • scan_task • sn_sb_con_entitlement • sn_sb_error • sn_sb_known_error_code • sn_sb_con_provider_connection • sn_sb_con_provider_task • sn_sb_release • sn_sb_remote_script_approval • sn_sb_rps_connection • sn_sb_service_bridge_settings • sn_sb_transform_line • sn_transport_queue • sn_fds_pro_consumer_criteria • sn_fds_pro_inbound_offering_item • sn_fds_pro_offering_item • sn_fds_con_outbound_offering • sn_fds_con_outbound_subscription 	<ul style="list-style-type: none"> • ih_sync_capture_definition • ih_sync_definition • ih_sync_inbound_definition • ih_sync_outbound_definition • ih_sync_process_event • ih_sync_remote_system • scan_finding • scan_task • sn_sb_error • sn_sb_pro_persona • sn_sb_remote_task • sn_sb_rps_connection • sn_sb_service_bridge_settings • sn_sb_transform_line • sn_fds_pro_consumer_criteria • sn_fds_pro_inbound_offering_item • sn_fds_pro_inbound_subscription • sn_fds_pro_offering_item • sn_fds_con_m2m_company_offering • sn_fds_con_outbound_offering_item • sn_fds_con_outbound_subscription
Base	<ul style="list-style-type: none"> • sn_sb_authorized_user • sn_sb_error • sn_sb_identity 	<ul style="list-style-type: none"> • sn_sb_authorized_user • sn_sb_connection • sn_sb_entitlement

Preservers or Exclusions table (continued)

	Preservers table	Exclusions table
	<ul style="list-style-type: none"> • sn_sb_known_error_code • sn_sb_provider_task • sn_sb_release • sn_sb_remote_script_approval • sn_sb_remote_task • sn_sb_scratchpad • sn_sb_service_bridge_settings • sn_sb_transform_line 	<ul style="list-style-type: none"> • sn_sb_error • sn_sb_identity • sn_sb_provider_task • sn_sb_remote_record_producer • sn_sb_remote_script_approval • sn_sb_remote_task • sn_sb_scratchpad • sn_sb_service_bridge_settings • sn_sb_transform_line
Provider	<ul style="list-style-type: none"> • sn_sb_pro_authorized_user • sn_sb_pro_consumer_connection • sn_sb_pro_entitlement • sn_sb_pro_provider • sn_sb_pro_provider_task • sn_sb_pro_registration • sn_sb_pro_remote_choice_definition • sn_sb_pro_remote_record_producer • sn_sb_pro_remote_service • sn_sb_pro_remote_task • sn_sb_pro_remote_task_variable • sn_sb_pro_service_bridge_settings • sn_sb_pro_transform 	<ul style="list-style-type: none"> • sn_sb_pro_inbound_field • sn_sb_pro_outbound_field • sn_sb_pro_provider • sn_sb_pro_registration • sn_sb_pro_remote_record_producer_consumer • sn_sb_pro_remote_task_def • sn_sb_pro_remote_task_def_consumer_criteria • sn_sb_pro_remote_task_variable • sn_sb_pro_transform
Consumer	<ul style="list-style-type: none"> • sn_sb_con_authorized_user • sn_sb_con_consumer • sn_sb_con_entitlement • sn_sb_con_inbound_field • sn_sb_con_outbound_field • sn_sb_con_provider_task • sn_sb_con_remote_record_producer • sn_sb_con_remote_task • sn_sb_con_remote_task_def • sn_sb_con_remote_task_variable 	<ul style="list-style-type: none"> • sn_sb_con_consumer • sn_sb_con_inbound_field • sn_sb_con_outbound_field • sn_sb_con_persona • sn_sb_con_remote_task_def • sn_sb_con_remote_task_variable • sn_sb_con_transform

Preservers or Exclusions table (continued)

	Preservers table	Exclusions table
	<ul style="list-style-type: none"> • sn_sb_con_service_bridge_settings • sn_sb_con_transform 	
Remote Process Sync Transport	sn_sb_rps_connection (Provider only)	sn_sb_rps_connection (Provider only)
Transporter	<ul style="list-style-type: none"> • sn_transport_profile* • sn_transport_queue* 	N/a
Employee Profile	<ul style="list-style-type: none"> • user_criteria • sys_alias • sys_user • sys_user_has_role 	sys_alias
Foundation Data Sync	<ul style="list-style-type: none"> • sn_fds_data_processing_queue • sn_fds_offering • sn_fds_offering_item • sn_fds_request • sn_fds_subscription • sn_fds_subscription_item 	<ul style="list-style-type: none"> • sn_fds_data_processing_queue • sn_fds_offering_item • sn_fds_subscription • sn_fds_subscription_item
Foundation Data Sync for Providers	<ul style="list-style-type: none"> • sn_fds_pro_inbound_offering_request • sn_fds_pro_offering • sn_fds_pro_offering_request 	<ul style="list-style-type: none"> • sn_fds_pro_inbound_offering • sn_fds_pro_inbound_offering_request • sn_fds_pro_inbound_subscription_item • sn_fds_pro_offering • sn_fds_pro_subscription • sn_fds_pro_subscription_item
Foundation Data Sync for Consumers	<ul style="list-style-type: none"> • sn_fds_con_offering • sn_fds_con_offering_item • sn_fds_con_offering_request • sn_fds_con_outbound_offering_request • sn_fds_con_subscription • sn_fds_con_subscription_item 	<ul style="list-style-type: none"> • sn_fds_con_offering_item • sn_fds_con_subscription • sn_fds_con_subscription_item

Preservers or Exclusions table (continued)

	Preservers table	Exclusions table
Health	<ul style="list-style-type: none"> • sn_sb_issue • sn_sb_health_connection_stats • sn_sb_health_issue 	<ul style="list-style-type: none"> • sn_sb_issue • sn_sb_health_connection_stats • sn_sb_health_issue

*** - Applicable for both provider and consumer.

The following scenarios describe how clone operations affect table data based on table configuration in the Clone profile preservers list and the Exclude tables list.

The following examples use tables from this page to illustrate each scenario:

sn_sb_service_bridge_settings (included in both lists): The system preserves connection settings you configured on the target instance after the clone. Settings from the source instance do not overwrite them.

sn_sb_con_entitlement (included in Clone profile preservers only): The target instance retains existing entitlement records and receives additional entitlement records from the source instance.

sn_sb_error (included in Exclude tables only): The error records table is empty on the target instance after the clone. The system discards error records that existed on the target and copies none from the source.

sn_fds_offering (not included in either list): The system replaces the target table with source data. Records that existed on the target instance before the clone are replaced by source instance records.

List of scan checks

Multiple scan checks are available in Service Exchange to help you identify issues and system inconsistencies, enabling you to maintain system health and reduce downtime.

List of scan checks supported by Service Exchange

Check	Description	Suite	Check Type	Execution Type
[PRO] All dependent apps installation versions are correct	Dependent application's installation versions are incorrect	Service Exchange Post-Clone, Post-Upgrade, Pre-Onboarding, Connection Health	PRO	On-Demand, Scheduled
[PRO] Check Entitlement Consumer Active Revision is 0	Entitlement was not activated by consumer	Service Exchange Entitlements, Post-Clone, Post-Upgrade, Post-Onboarding	PRO	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
[PRO] Checking Entitlements Stuck in Pending	Entitlement in "pending" state longer than expected	Service Exchange Entitlements, Post-Clone, Post-Upgrade, Post-Onboarding	PRO	On-Demand, Scheduled
[PRO] Connection status is not active or valid	Consumer Connection status isn't active or valid	Service Exchange Connection Health	PRO	Scheduled
[PRO] Entitlement with invalid entity reference	Entitlement doesn't reference a valid entity	Service Exchange Entitlements, Post-Clone, Post-Upgrade, Post-Onboarding	PRO	On-Demand, Scheduled
[PRO] Entitlement with invalid identity reference	Entitlement doesn't reference a valid identity	Service Exchange Post-Upgrade, Post-Onboarding, Post-Clone	PRO	On-Demand
[PRO] Entitlements missing connection	Entitlement doesn't reference a consumer connection	Service Exchange Entitlements, Post-Onboarding, Post-Upgrade, Post-Clone	PRO	On-Demand, Scheduled
[PRO] Integration user name does not start with sb_user	Integration user name doesn't start with "sb_user."	Service Exchange Post-Clone, Post-Onboarding	PRO	On-Demand
[PRO] Magic Links is not configured	Magic Links is not correctly configured	Service Exchange Magic Links Configurations	PRO	Scheduled
[PRO] Magic Links is not fully enabled	Magic Links is not fully enabled	Service Exchange Magic Links Configurations	PRO	Scheduled
[PRO] Process Sync Definition configuration is valid	Service Exchange connections' RPS Process Sync Definition is missing	Service Exchange Connection Health, Post-Clone, Pre-Onboarding	PRO	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
[PRO] Provider (sn_sb_pro_provider) is missing	Provider (sn_sb_pro_provider) is missing	Service Exchange Pre-Onboarding	PRO	On-Demand
[PRO] Provider Task parent domain mismatch	Provider Task domain doesn't match parent task domain	Service Exchange Post-Clone, Provider Task Configurations	PRO	On-Demand, Scheduled
[PRO] Provider task missing Connection reference	Provider Task doesn't reference a consumer connection	Service Exchange Post-Clone, Post-Upgrade, Provider Task Configurations	PRO	On-Demand, Scheduled
[PRO] Provider task missing Parent reference	Provider Task doesn't reference a parent task	Service Exchange Post-Upgrade, Provider Task Configurations, Post-Clone	PRO	On-Demand, Scheduled
[PRO] RRP consumer criteria matches no consumers	No consumers are being entitled to published Remote Record Producer	Service Exchange Remote Record Producer Configurations	PRO	Scheduled
[PRO] RTD consumer criteria matches no consumers	No consumers are being entitled to published Remote Task Definition	Service Exchange Remote Task Definition Configurations	PRO	Scheduled
[PRO] Remote Record Producer is invalid	Remote Record Producer doesn't reference a valid identity	Service Exchange Remote Record Producer Configurations	PRO	Scheduled
[PRO] Remote Task Definition is invalid	Remote Task Definition has one or more issues	Service Exchange Remote Task Definition Configurations	PRO	Scheduled
[PRO] Remote choice definition is missing or unpublished	Remote Catalog Variable references a missing or unpublished remote choice definition	Service Exchange Post-Clone, Remote Record Producer Configurations	PRO	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
[PRO] Remote choice dependent variable is invalid	Remote Choice variable is referencing an invalid or missing dependency	Service Exchange Remote Record Producer Configurations	PRO	Scheduled
[PRO] Remote task domain matching parent task domain	Remote Task domain doesn't match parent task domain	Service Exchange Post-Clone, Remote Task Configurations	PRO	On-Demand, Scheduled
[PRO] Remote task missing Connection reference	Remote task doesn't reference a connection	Service Exchange Remote Task Configurations, Post-Clone, Post-Upgrade	PRO	On-Demand, Scheduled
[PRO] Remote task missing Parent reference	Remote task doesn't reference a parent task	Service Exchange Post-Clone, Post-Upgrade, Remote Task Configurations	PRO	On-Demand, Scheduled
[PRO] Settings synced with Provider and Consumer version available	Service Exchange Settings is missing or invalid	Service Exchange Connection Health, Post-Onboarding	PRO	On-Demand, Scheduled
[PRO] Stale Consumer Connection records	Stale (unused) Consumer Connection records	Service Exchange Post-Clone, Pre-Onboarding, Base Configurations	PRO	On-Demand, Scheduled
[PRO] Stale OAuth registry records	Stale (unused) OAuth registry record	Service Exchange Base Configurations, Pre-Onboarding, Post-Clone	PRO	On-Demand, Scheduled
[PRO] Stale Service Exchange service account records from onboarding retries	Stale (Unused) Service Exchange integration user	Service Exchange Pre-Onboarding, Post-Clone	PRO	On-Demand
[CON] All dependent apps installation	Dependent applications installation	Service Exchange Post-Clone, Post-Upgrade, Pre-	CON	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
versions are correct	versions are incorrect	Onboarding, Connection Health		
[CON] Check Entitlement Consumer Active Revision is 0	Entitlement hasn't been activated by the consumer	Service Exchange Entitlements, Post-Onboarding, Post-Upgrade, Post-Clone	CON	On-Demand, Scheduled
[CON] Connection status is not active or valid	Provider Connection status isn't active or valid	Service Exchange Connection Health	CON	Scheduled
[CON] Entitlement with invalid entity reference	Entitlement doesn't reference a valid entity	Service Exchange Entitlements, Post-Onboarding, Post-Upgrade, Post-Clone	CON	On-Demand, Scheduled
[CON] Entitlement with invalid identity reference	Entitlements does not reference a valid identity	Service Exchange Entitlements, Post-Onboarding, Post-Upgrade, Post-Clone	CON	On-Demand, Scheduled
[CON] Entitlements missing connection	Entitlement does not reference a provider connection	Service Exchange Entitlements, Post-Onboarding, Post-Upgrade, Post-Clone	CON	On-Demand, Scheduled
[CON] Inbound RRP Timed Out	Remote Record Producer did not finish building Variables and UI Policies	Service Exchange Remote Record Producer Configurations	CON	Scheduled
[CON] Integration user name does not start with sb_user	Integration user name does not start with "sb_user."	Service Exchange Post-Clone, Post-Onboarding	CON	On-Demand
[CON] Process Sync Definition configuration is valid	Service Exchange Consumer RPS Process Sync Definition is missing	Service Exchange Pre-Onboarding, Connection Health, Post-Clone	CON	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
[CON] Provider services catalog category missing	The Provider Services category is missing	Service Exchange Remote Record Producer Configurations	CON	Scheduled
[CON] Provider Task parent domain mismatch	Provider Task domain does not match its parent task domain	Service Exchange Provider Task Configurations, Post-Clone	CON	On-Demand, Scheduled
[CON] Provider task missing Connection reference	Provider Task does not reference a provider connection	Service Exchange Provider Task Configurations, Post-Clone, Post-Upgrade	CON	On-Demand, Scheduled
[CON] Remote Record Producer is invalid	Remote Record Producer is missing identity or entitlement	Service Exchange Remote Record Producer Configurations	CON	Scheduled
[CON] Remote Task Definition is invalid	Remote Task Definition has one or more issues	Service Exchange Remote Task Definition Configurations	CON	Scheduled
[CON] Remote task domain matching parent task domain	Remote task domain does not match its parent task domain	Service Exchange Remote Task Configurations, Post-Clone	CON	On-Demand, Scheduled
[CON] Remote task missing Connection reference	Remote task does not reference a Connection	Service Exchange Post-Clone, Post-Upgrade, Remote Task Configurations	CON	On-Demand, Scheduled
[CON] Remote task missing Parent reference	Remote task does not have reference to a parent task	Service Exchange Post-Upgrade, Post-Clone, Remote Task Configurations	CON	On-Demand, Scheduled
[CON] Settings synced with Provider and	Service Exchange Settings is not valid	Service Exchange Post-Onboarding,	CON	On-Demand, Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
Consumer version available		Connection Health		
[CON] Stale OAuth registry records	Stale (Unused) OAuth registry record	Service Exchange Base Configurations, Pre-Onboarding, Post-Clone	CON	On-Demand, Scheduled
[CON] Stale Provider Connection records	Stale (Unused) Provider Connection record	Service Exchange Base Configurations, Pre-Onboarding, Post-Clone	CON	On-Demand, Scheduled
[CON] Stale Service Exchange service account records from onboarding retries	Stale (Unused) Service Exchange integration user records	Service Exchange Pre-Onboarding, Post-Upgrade, Post-Clone	CON	On-Demand
[PRO][CON] Attachment is too large	Attachment size is unsupported	Service Exchange Attachment Handling, Performance	Both	Scheduled
[PRO][CON] Attachments are very large	Large, performance degrading attachments found	Service Exchange Attachment Handling	Both	Scheduled
[PRO][CON] Capture Definitions state is invalid	Required RPS connection Capture Definitions are missing	Service Exchange Connection Health, Post-Clone	Both	On-Demand, Scheduled
[PRO][CON] Global script include version check	Global Service Exchange script include needs updating	Service Exchange Post-Clone, Post-Upgrade, Pre-Onboarding, Base Configurations	Both	On-Demand, Scheduled
[PRO][CON] KMF is unhealthy	KMF Key Management is not healthy	Service Exchange Pre-Onboarding, Post-Clone, Post-Upgrade	Both	On-Demand
[PRO][CON] Large number of attachments	Unusually large number of attachments	Service Exchange Performance,	Both	Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
		Attachment Handling		
[PRO][CON] OAuth crypto module access policy check	OAuth crypto module has incorrect access policy	Service Exchange Pre-Onboarding	Both	On-Demand
[PRO][CON] Provider and Consumer app versions are same on the instance	Service Exchange Provider and Consumer app installed versions are not matching	Service Exchange Pre-Onboarding, Base Configurations, Post-Upgrade, Post-Clone	Both	On-Demand, Scheduled
[PRO][CON] Remote System Inbound and Outbound state is valid	Connection's RPS Remote System not in active state	Service Exchange Post-Clone, Connection Health	Both	On-Demand, Scheduled
[PRO][CON] RPS subflow execution timeout is above default	RPS inbound or outbound subflow execution timeout remains above the default value after connection recovery	Service Exchange Performance	Both	Scheduled
[PRO][CON] Service Exchange Admins group has no users	Service Exchange Admins group does not contain any users	Service Exchange Post-Onboarding	Both	On-Demand
[PRO][CON] Skipped files listed in Upgrade History	Skipped files are present in Upgrade History	Service Exchange Post-Upgrade	Both	On-Demand
[PRO][CON] Transport inbound queue processing is slow	Some inbound records are taking abnormally long to process	Service Exchange Base Configurations	Both	Scheduled
[PRO][CON] Transport System user domain and user_id is not modified	The sn_transport_system user's domain or user_id was modified	Service Exchange Connection Health	Both	Scheduled

List of scan checks supported by Service Exchange (continued)

Check	Description	Suite	Check Type	Execution Type
[PRO][CON] User Not Authenticated error with RPS	OAuth Client tokens have expired ("User Not Authenticated")	Service Exchange Base Configurations	Both	Scheduled
[PRO][CON] glide.servlet.uri is empty	System property "glide.servlet.uri" is empty	Service Exchange Pre-Onboarding	Both	On-Demand

Related topics
[Instance scan checks](#)
Automatic mitigations for known errors

Known errors with the Tier field set to Automatic are fixed without admin action when a Service Exchange connection goes down. Each fix changes specific records on your instance.

Known errors fixed automatically

Known error	Detects	Fix	If the fix fails
Inactive capture definitions	One or more Service Exchange capture definitions are inactive.	Activates the inactive capture definitions.	If a required capture definition is missing, the fix fails and the issue stays open.
Elevated privilege on RPS roles	Elevated privilege is turned on for one or more RPS roles.	Turns off elevated privilege on the RPS roles. Note: This fix changes role configuration without admin approval.	The issue stays open.
Inactive integration user	The integration user for the connection is inactive.	Reactivates the integration user. Note: This fix reactivates a user account without admin approval.	The issue stays open.
Integration user name doesn't start with sb_user	The user name of the integration user for the connection doesn't start with sb_user.	Renames the integration user so that the user name starts with sb_user.	The issue stays open.

Known errors fixed automatically (continued)

Known error	Detects	Fix	If the fix fails
		 Note: This fix changes a user account without admin approval.	

Every fix is recorded in the work notes of the related issue. For details on when fixes run, see [Automatic mitigation for connection issues](#).

Related topics

[Automatic mitigation for connection issues](#)

[Known error code form](#)

[List of scan checks](#)

Service Exchange glossary

A list of terms used in Service Exchange.

A

Glossary terms are grouped alphabetically.

application scope

A unique namespace and a set of permissions to access application files and data. Admins can specify the data that is accessible to other applications from the application record or from each table record.

attachment sync

A feature that synchronizes file attachments between provider and consumer instances, ensuring both parties have access to attachments.

authorized user

An individual user record that is permitted to access Service Exchange instances, as defined by the admins.

B

Glossary terms are grouped alphabetically.

bi-directional integration

A connection that enables data and updates to flow both ways between provider and consumer Service Exchange instances to keep linked records in sync.

C

Glossary terms are grouped alphabetically.

consumer

A person or an organization that receives services from a provider through Service Exchange.

consumer application

A Service Exchange component installed on the consumer's instance that enables users to request services, track fulfillment, and exchange updates with their provider.

consumer criteria

A filter criteria that determine which consumers are entitled to specific Service Exchange content, such as catalog items or tasks.

configuration revision

A versioned update to various [entitlements](#), such as a remote record producer, remote task definition, or FDS offering, which enables providers to introduce new features without disrupting existing consumer entitlements.

D

Glossary terms are grouped alphabetically.

domain separation

A process to separate data, processes, and administrative tasks into logical groupings called domains. Admins can then control the information available to each domain, including which users can see and access the data. Typically used only in Multiple Service Provider (MSP) organizations.

E

Glossary terms are grouped alphabetically.

entitlement

A configuration mechanism in Service Exchange that determines which remote content, such as catalog items, record producers, remote tasks definitions, a consumer instance is allowed to access.

F

Glossary terms are grouped alphabetically.

flow action

A predefined automation step in Workflow Studio that helps manage repetitive tasks in Service Exchange.

foundation data sync

A mechanism for scheduled, structured synchronization of foundational data (such as assets, users, or locations) from provider to consumer instances.

H

Glossary terms are grouped alphabetically.

health dashboard

A centralized UI that displays health of connected instances, the results of system health checks, errors, and scan statuses in Service Exchange.

I

Glossary terms are grouped alphabetically.

instance scan checks

Automated tests that identify configuration issues or system inconsistencies in Service Exchange to help administrators maintain system health and reduce downtime.

J

Glossary terms are grouped alphabetically.

Journal Field Framework

A framework that synchronizes journal-type fields, such as comments and work notes, between provider and consumer instances, preserving operational history and user attribution.

K

Glossary terms are grouped alphabetically.

L

Glossary terms are grouped alphabetically.

M

Glossary terms are grouped alphabetically.

magic link

A special URL that allows a consumer user to access a resource in the provider instance directly, bypassing manual login for a seamless experience.

N

Glossary terms are grouped alphabetically.

P

Glossary terms are grouped alphabetically.

Partner

A person or an organization that supports service fulfillment on behalf of a provider, so a partner is essentially a provider for the provider's. Providers can delegate specific tasks to fulfillment partners, who operate within the same Service Exchange infrastructure. These partners receive, update, and complete tasks in real time, ensuring transparency, continuity, and coordinated service delivery across all participating parties.

persona

A category used to define entitlement to catalog items or services by grouping authorized users.

proactive case

A case automatically generated to proactively notify and address impacted customers before they report an issue.

provider

An organization or instance that offers and fulfills services for consumers using Service Exchange.

provider application

The Service Exchange component installed on the service provider's instance. It allows providers to publish service catalogs, manage requests, and fulfill tasks for consumers.

provider task

A task created in the provider instance to fulfill a consumer request, with status and updates synchronized to the consumer instance.

R

Glossary terms are grouped alphabetically.

registration task

A task record initiates and monitors the status of a secure, bi-directional connection between provider and consumer instances, typically initiated by the provider.

remote catalog

A catalog of services created by the provider and made available to consumers as catalog items in their own instance.

remote record producer

A configuration record that defines variables and inputs a consumer must provide to submit a request. When used, it creates a [provider task](#) on the provider instance and triggers the appropriate fulfillment action. Task updates remain visible in both the provider and consumer instances throughout the process.

Also known as RRP.

Related topics

[Remote record producers in Service Exchange](#)

remote task

A linked task that enables synchronization of incidents, cases, or service requests between provider and consumer instances.

role

A category assigned to a group or user to grant access to specific privileges in Service Exchange.

S

Glossary terms are grouped alphabetically.

scratchpad

A feature that allows providers and consumers to exchange additional structured data (name-value pairs) associated with tasks, synchronized automatically between instances.

Service Exchange

An application that connects multiple ServiceNow instances (provider, consumer, partner) to enable seamless, bi-directional service delivery, collaboration, and data synchronization across organizational boundaries.

T

Glossary terms are grouped alphabetically.

transform framework

A tool for mapping and converting data between provider and consumer instances during remote task synchronization in Service Exchange. Transforms can be created once and reused across all remote task definitions.

V

Glossary terms are grouped alphabetically.

variable

A form field that collects user input data in catalog items or remote record producers. Variables define the type, format, and validation rules for the information users provide when submitting service requests.

variable set

A modular collection of variables that can be reused across multiple remote record producers to ensure consistency in data collection.

Consumer criteria new record form

Field descriptions for the consumer criteria new record form contains information on consumer criteria new record form field values.

Consumer criteria new record form

Field	Description
Name	Name of the consumer condition.
Active	Select this check box to enable the consumer condition.
Condition for	<p>Allows you to specify the Company or Account can be used to match the records on the table being queried. Select the corresponding option based on which field (Company or Account) is available on the table being queried.</p> <p>For example, this field can be used on the Sold Product table as the Account field is used to query the table.</p>
Condition on	<p>Field indicates which table is to be queried to find matching records.</p> <p>Note: Tables where Customer Field cannot be selected should not be used.</p>
Customer field	Select the field on the table being queried that matches the Company or Account defined on the Service Exchange connection. If the consumer connected through Service Exchange is an Account, you can use either a Company or Account field to match against it. If the consumer connected is only a Company, you will be restricted to Company.
Condition	Details of the filter. For example, Active is True.

Useful references

[Create a consumer criteria.](#)

Catalog client script new record form

Field descriptions for the catalog client script new record form contains information on catalog client script form field values.

Catalog Client Script New record form

Field	Description
Name	Name of the script.
Applies to	The item type to which the script applies.
Active	Option to make the script active.
UI type	The UI type where you want to apply the script.
Application	This field is automatically set to the default application based on the application scope.
Type	When the script runs, such as onLoad, onChange.
Catalog item	Name of the catalog item to apply the script.
Applies on a Catalog Item view	Option to apply the catalog client script to catalog items displayed within the order screen on the service catalog.
Applies on Target Record	Option to apply the catalog client script on a record created for task-extended tables via record producers.
Script	The script content.

Known error code form

The known error code form defines a known Service Exchange error and controls whether the system fixes it automatically when a connection goes down.

Known error code form

Field	Description
Tier	<p>Option that controls whether the system fixes the known error automatically when a connection goes down.</p> <ul style="list-style-type: none"> • Automatic: The system runs the validation script and, if the error is detected, the mitigation script without admin action. • Supervised: The system doesn't fix the known error automatically. <p>If the field is empty, the system doesn't fix the known error automatically. This field is read-only. For more information, see Automatic mitigation for connection issues.</p>
Validation script	Script that checks whether the known error is present on a connection. This field is read-only.
Mitigation script	Script that fixes the known error. The system runs it once when the validation script detects the error. This field is read-only.

Related topics

[Automatic mitigation for connection issues](#)

[Automatic mitigations for known errors](#)