

ServiceNow QuickConnect

User Guide

Astrea IT Services

C 52, Sector 65, Noida,
U.P 201301

ngabrani@astreait.com

ServiceNow QuickConnect User Manual

App Summary:

ServiceNow QuickConnect is a Salesforce Application. This app is used to connect Salesforce with ServiceNow and vice-versa. It supports point and click Graphical User Interface which is very simple and easy to use.

The app provides bi-directional sync functionality i.e. Salesforce to ServiceNow and ServiceNow to Salesforce. It provides a rich variety of functionality for connecting Salesforce with ServiceNow and vice-versa.

App users can perform following operations: Syncing Salesforce object like **Account**, **contact**, **case** and **contract** by clicking the respective buttons on the detail page of objects.

Features:

- ❖ **Company** object of ServiceNow is synced with **Account** Object of Salesforce respectively.
- ❖ **User** object of ServiceNow is synced with **Contact** Object of Salesforce respectively.
- ❖ **Incident** object of ServiceNow is synced with **Case** Object of Salesforce respectively.
- ❖ **Contract** object of ServiceNow are synced with **Contract** Object of Salesforce respectively.

1. Configuration Settings

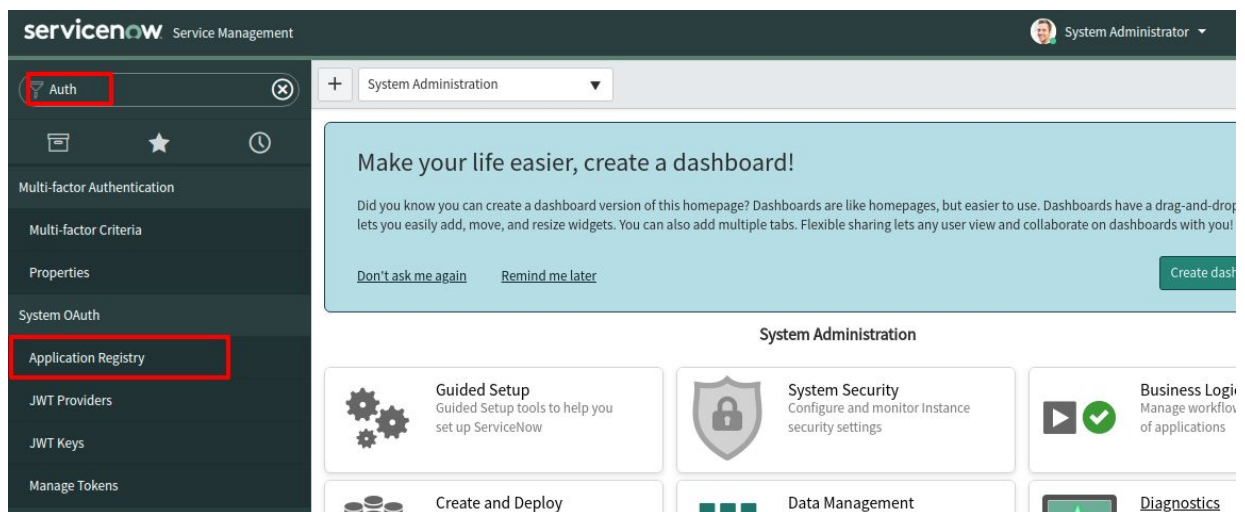
i) AdminSetting:

Some prerequisites for using this app are:

- **ServiceNow** account is required to configure this app.

Steps to create an App for authentication:

1. Enter the **auth** in search filter, then select **Application Registry**. Only System administrator can generate OAuth ClientId, Client Secret for authentication.



2. Click on **New** button.

Application Registries

New

Search

Name

Search

1 to 10 of 10

All > Type = OAuth Client .or. Type = OAuth Provider

3. Select the “Create an OAuth API endpoints for externalClients”.

< OAuth application

What kind of OAuth application?

Create an OAuth API endpoint for external clients

Connect to a third party OAuth Provider

Configure an OIDC provider to verify ID tokens.

4. Enter the Name of OAuth API and Redirect URL in which Domain Name of the URL will be different.

Redirect URL Format : <https://YourSFDCDomain.ap5.visual.force.com/apex/AuthenticateSNOW>

***** To find the correct Redirect URL, follow below steps :

A. Go To “SNOW Configuration” tab in Salesforce B. Copy the URL under heading “Redirect URL to be saved in ServiceNow” and save in ServiceNow under Redirect URL.

Application Registries
New record

OAuth client application details.
Name: A unique name.
Client ID: Client ID automatically generated by ServiceNow OAuth server.
Client Secret: Client secret for the OAuth application. Leave it empty for auto-generation.
Refresh Token Lifespan: Time in seconds the Refresh Token will be valid.
Access Token Lifespan: Time in seconds the Access Token will be valid.
Redirect URL: The redirect URLs authorization server redirect to. They must be absolute URLs and they are comma separated.
[More Info](#)

* Name

* Client ID

Client Secret

Leave Client Secret blank to automatically generate a string

Redirect URL

Application

Accessible from

Active ☒

* Refresh Token Lifespan

* Access Token Lifespan

5. Click on **Submit** button, then click on create OAuth client.

☐		SalesforceConnect	true	OAuth Client	09	38b
☐		ServiceNow Agent	true	OAuth Client	ff97fbb4da3313004591cc3a291b47fd	
☐		ServiceNow Classic Mobile App	true	OAuth Client	3e57bb02663102004d010ee8f561307a	
☐		ServiceNow Request	true	OAuth Client	5c54dc934a022300cb7946e6ec6ec172	

6. Copy the Client Id, Client Secret and ServiceNow InstanceName.

* Name

* Client ID

Client Secret

Redirect URL

Logo URL

PKCE required ☐

Application

Accessible from

Active ☒

* Refresh Token Lifespan

* Access Token Lifespan

This app uses the ServiceNow instance URL so admin needs to add ServiceNow Instance URL in Remote Site Settings. Follow the below steps to add Remote Site Settings.

Steps: 1. [Goto Setup > and Administer > Security Controls > RemoteSite Settings.](#)

2. Add ServiceNow Instance URL (<https://dev17xxx.service-now.com/>).

Remote Site Details

« Back to List: Remote Site Settings

Help for this

Remote Site Detail

Edit Delete Clone

Remote Site Name SNOW Modified By Astrea Developer, 7/21/2020 11:20 PM

Namespace Prefix AstreaSNOW

Remote Site URL https://dev17xxx.service-now.com/

Disable Protocol Security ☐

Description

Active ☒

Created By Astrea Developer, 8/17/2017 10:34 PM

Edit Delete Clone

ii) End UserSettings:

First user need to install the app from the Salesforce AppExchange.

Install ServiceNow QuickConnect

By Astrea IT Services Pvt Ltd

Install for Admins Only

Install for All Users

Install for Specific Profiles...

Install Cancel

App Name	Publisher	Version Name	Version Number
ServiceNow QuickConnect	Astrea IT Services Pvt Ltd	July 2020	1.14

To confirm that the app is installed properly or not in the user org, User can check in our org by search in [Quick Find/ Search](#) for [Installed Packages](#) and screen will look like this.

Uninstall	 ServiceNow QuickConnect	Astrea IT Services	1.14	AstreaSNOW	Active	Unlimited	0	Does not Expire
Description ServiceNow QuickConnect by Astrea IT Services								

User needs to go to “[SNOW Configuration](#)” tab.

a. Enter [Client Id](#), [Client Secret](#) and [ServiceNow Instance name](#) (eg.[dev17xxx](#)).

b.Click on the [Next button](#).

CONNECT WITH SERVICENOW

Remote Site Setting:
Please ensure that your ServiceNow Instance URL has been added in the remote site settings.

- Go to Setup> In Administer> Security Controls> Remote Site Settings
- Enter Remote Site Name (eg. [SNOW](#))
- Enter Remote Site URL (eg. [https://dev17xxx.service-now.com/](#))
- Click on [Save](#) button

[Next](#)

Redirect URL to be saved in ServiceNow :

- [https://astreasnow-dev-ed--astreasnow.ap5.visual.force.com/apex/AuthenticateSNOW](#)

C. After clicking on [Next button](#), an [Authorize Button](#) will be displayed (as shown in below screenshot) :

CONNECT WITH SERVICENOW

[Authorize](#)

d. Click on **Allow** button, then user will see the Finish Button.

Requesting App Logo

Salesforce Connect would like to connect to your ServiceNow account on instance dev70

By clicking Allow, you allow Salesforce Connect to connect to your ServiceNow account on instance dev70 and allow it to interact with records as you.

You can change this and other [account permissions](#) at any time.

Deny

Allow

← CONNECT WITH SERVICENOW

Finish

e. After Clicked on **Finish** button, a success message will display with **Re-Authenticate**, **Run Batch** and **Schedule Buttons**.

ServiceNow QuickConnect

✓ Configured successfully.

×

Re-Authenticate

SCHEDULED JOBS

JOB NAME	START TIME	END TIME	PREVIOUS FIRE TIME	NEXT FIRE TIME	STATE	ACTION
----------	------------	----------	--------------------	----------------	-------	--------

Run Batch

Schedule Job

* **Run Batch** Will start Data Import Job to pull data from Service Now.

* **Schedule Batch** Will schedule Data Import Job to run everyday at specified time.

2. ServiceNow QuickConnect App Functionality

There are two buttons available to get data from ServiceNow to Salesforce that are “[Run Batch](#)” and “[Schedule Batch](#)”.

Every time user will click the [Run Batch](#) button, it will pulled data from

ServiceNow to Salesforce. When user click on the [Schedule Batch](#) button it will schedule a job everyday at specified time entered by user. A modal will display, here user can enter name of the job and time at which he/she wants to schedule the job (shown in the screenshot below).

CONNECT

Schedule Batch

Job Name:
Schedule job At 1AM

Select Job Schedule Time:
1 AM

Cancel Schedule

Success:
The Apex job named "Schedule job At 1AM" is scheduled for execution. Find details in table below.

ServiceNow QuickConnect

Re-Authenticate

JOB NAME	START TIME	END TIME	PREVIOUS FIRE TIME	NEXT FIRE TIME	STATE	ACTION
SNOW_Schedule job At 1AM	Fri Jul 24 07:30:57 GMT 2020			Fri Jul 24 08:00:00 GMT 2020	WAITING	X

Run Batch Schedule Job

* Run Batch Will start Data Import Job to pull data from Service Now.
* Schedule Batch Will schedule Data Import Job to run everyday at specified time.

After job is scheduled successfully you can see details in 'Scheduled Jobs' table and can also see in salesforce interface.

All Scheduled Jobs Help for this Page ?

The All Scheduled Jobs page lists all of the jobs scheduled by your users. Multiple job types may display on this page. You can delete scheduled jobs if you have the permission to do so.

View: All Scheduled Jobs [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | **All**

Action	Job Name ↑	Submitted By	Submitted	Started	Next Scheduled Run	Type
Del	SNOW_Schedule job At 1AM	Developer_Astrea	7/24/2020 12:52 AM		7/24/2020 1:00 AM	Scheduled Apex

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | **All**

When user want to pull data from ServiceNow to Salesforce so for that user need to click on **Run Batch** button. User can see the **Running Batch Status** as shown in the below screenshot:

ServiceNow QuickConnect Re-Authenticate

SCHEDULED JOBS

JOB NAME	START TIME	END TIME	PREVIOUS FIRE TIME	NEXT FIRE TIME	STATE	ACTION
----------	------------	----------	--------------------	----------------	-------	--------

Running Batch Status: **Holding**

Run Batch Schedule Job

* Run Batch Will start Data Import Job to pull data from Service Now.
* Schedule Batch Will schedule Data Import Job to run everyday at specified time.

First the current running status of batch is **Holding** and after that is **Completed**. As shown in the screenshot below:

ServiceNow QuickConnect Re-Authenticate

SCHEDULED JOBS

JOB NAME	START TIME	END TIME	PREVIOUS FIRE TIME	NEXT FIRE TIME	STATE	ACTION
----------	------------	----------	--------------------	----------------	-------	--------

Running Batch Status: **Completed**

Run Batch Schedule Job

* Run Batch Will start Data Import Job to pull data from Service Now.
* Schedule Batch Will schedule Data Import Job to run everyday at specified time.

After running all Batch, app user can see that **Company**, **User**, **Incident** and **Contract** objects records of ServiceNow are synced with Salesforce. All the Company object record of ServiceNow are synced with Salesforce Account object, user can check the as shown in the image below:

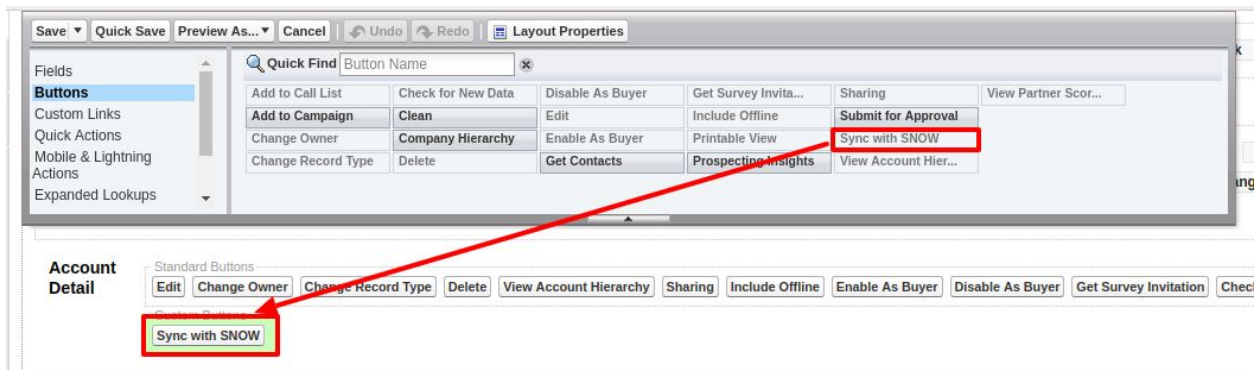
Companies [Customer view] New Search Name Search 1 to 20 of 179							
All							
	Name	Street	City	Zip / Postal code	Phone	Updated	
☐	(empty)					2019-12-17 09:55:14	
☐	3Com					2013-06-05 08:48:22	
☐	Acer	333 W. San Carlos St.,Ste. 1500	San Jose	95110	(408) 533-7700	2013-06-05 08:47:42	
☐	ACME Africa					2013-06-05 15:19:34	
☐	ACME Americas					2013-06-05 15:20:45	
☐	ACME APAC					2013-06-05 15:20:59	
☐	ACME Australia		Sydney			2013-06-05 15:21:12	
☐	ACME China		Shanghai			2013-06-05 15:21:26	
☐	ACME Corporation					2013-06-05 15:21:36	

In salesforce the company record are shown as in the image below:

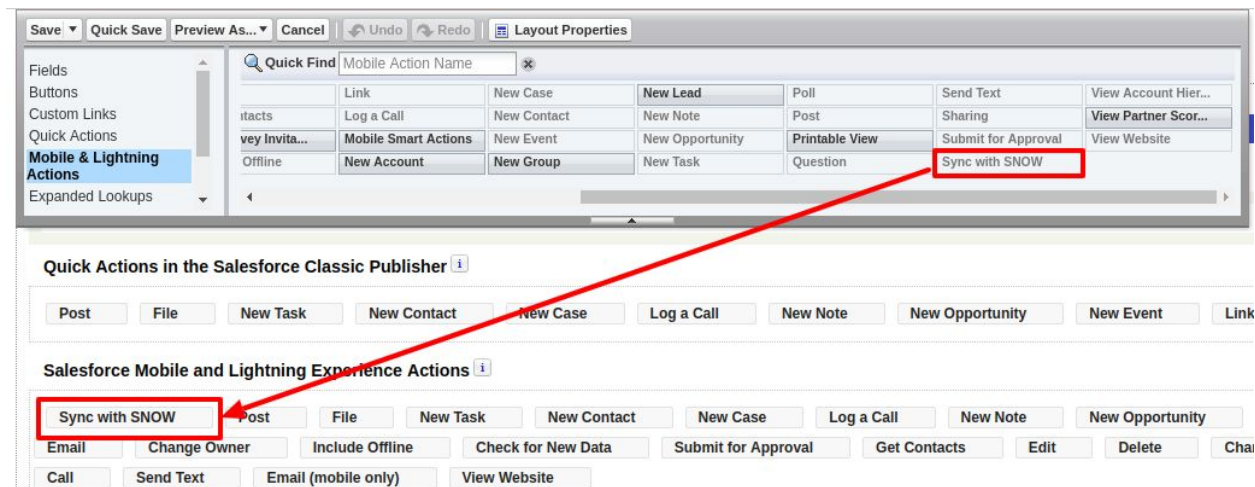
New Account ⌵ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other							
Action	Account Name	Profits	Annual Revenue	Phone	Created Date	Last Modified Date	Account Owner Alias
☐ Edit Del +	3Com	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	Acer	\$0	\$0	(408) 533-7700	7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Africa	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Americas	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME APAC	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Australia	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME China	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Corporation	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Czech Repu...	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME EMEA	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME France	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Germany	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Italy	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME Japan	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME North America	\$0	\$0		7/24/2020	7/24/2020	adev
☐ Edit Del +	ACME South Africa	\$0	\$0		7/24/2020	7/24/2020	adev

4. To create a **Company object in ServiceNow** from Salesforce account object. User need to add a **custom button on account detail page** from account page layouts. As shown in the below image. Add button to detail page for objects (**Account**, **Contact**, **Case** and **Contract**) from page layouts.

In Salesforce classic view:



In Salesforce1 and Lightning Experience Actions:



User also need to add ServiceNow related custom field in Salesforce from object page layout to object detail page.

The screenshot shows the 'Fields' tab in the Salesforce Field Properties editor. A table at the top lists fields from two sources, with 'SNOW SYS ID' highlighted in red in both columns. A red arrow points from the 'SNOW SYS ID' in the 'ServiceNow Information' section to the 'SNOW SYS ID' in the 'Fields' table.

Field Name	Field Name
Manufacturer	Number of Locations
Ownership	Primary
SIC Code	SIC Description
SLA Serial Number	SNOW SYS ID
Ticker Symbol	Tradestyle
Website	Year Started
SLA	Stock price
SLA Expiration Date	Stock symbol
Upsell Opportunity	

Account Information (Header visible on edit only)

Account Owner	Sample Text	Rating	Sample Text
Account Name	Sample Text	Phone	1-415-555-1212
Parent Account	Sample Text	Fax	1-415-555-1212
Account Number	Sample Text	Website	www.salesforce.com
Account Site	Sample Text	Ticker Symbol	Sample Text
Type	Sample Text	Ownership	Sample Text
Industry	Sample Text		

ServiceNow Information

Customer Priority	Sample Text	Number of Locations	298
SNOW SYS ID	Sample Text	Employees	60,756
Annual Revenue	\$123.45	Primary	✓
Customer	✓	Profits	\$123.45

End of the document a object field specific tables shows, the list of related field between ServiceNow and Salesforce.

After adding the field to detail page, create new account in salesforce. Then all the details accordingly and click on “**Save**” button.

The screenshot shows the 'New Account' form in Salesforce. The 'Account Name' field is highlighted with a red box and contains the text 'Testing Account'. The 'Save' button at the bottom right is also highlighted with a red box.

New Account

Account Information

Account Owner	Astrea Developer	Rating	--None--
* Account Name	Testing Account	Phone	
Parent Account	Search Accounts...	Fax	
Account Number		Website	
Account Site		Ticker Symbol	
Type	--None--	Ownership	--None--

Cancel Save & New **Save**

When account is created successfully in Salesforce then go to detail page of this account and click on the “[sync with SNOW](#)” button.

The image shows the Salesforce Account Detail page for an account named "Testing Account". The account owner is "Astrea Developer". The "Details" tab is selected, showing fields like Account Name, Parent Account, Account Number, Account Site, Rating, Phone, Fax, Website, and Ticker Symbol. The "Sync with SNOW" button is highlighted in the top right. The "Activity" tab is also visible on the right side.

When you click on the button a new page will display and this page shows the status of your syncing. If this account is exist on ServiceNow then update the existing record otherwise create new company record in ServiceNow. And then press back Button.

The image shows a "SYNCING STATUS" message. A green bar with a checkmark icon indicates "Success". The message text is "This Account has been created successfully In ServiceNow!". A "Back" button is located below the message.

After getting success message on this page you can check in ServiceNow a new company record has been created successfully. As shown in image below.

The image shows the ServiceNow "Company" record form for "Testing Account". The form fields include Name, Phone, Fax phone, Customer, Stock symbol, Street, City, State / Province, and Zip / Postal code. The "Name" field is highlighted with a red box.

Objects and Fields Mapping, Related to ServiceNowQuickConnect APP

ServiceNow QuickConnect App Included following objects and fields:

Related Objects:

Salesforce SObjects	ServiceNow Objects
Account	Company
Contact	User
Case	Incident
Contract	Contract

Object Related Fields

1. Salesforce [Account object](#) related field in ServiceNow.

Salesforce(Account object)	↔	ServiceNow(Company)
Name	↔	name
Phone	↔	phone
Website	↔	website
Fax	↔	fax_phone
AnnualRevenue	↔	revenue_per_year
NumberOfEmployees	↔	num_employees

Description	↔	notes
BillingCity	↔	city
BillingStreet	↔	street
BillingCountry	↔	Country
BillingPostalCode	↔	Zip
SNOW_SYS_ID	↔	sys_id
BillingLatitude	↔	latitude
BillingLongitude	↔	longitude
ShippingStreet	↔	street
ShippingCity	↔	city
ShippingState	↔	state
ShippingCountry	↔	country
ShippingPostalCode	↔	zip
ShippingLatitude	↔	latitude
ShippingLongitude	↔	longitude
Vendor__c	↔	vendor
Stock_Price__c	↔	stock_price
Profits__c	↔	profits
Primary__c	↔	primary
Customer__c	↔	company
Market_cap__c	↔	market_cap
Stock_Symbol__c	↔	stock_symbol
Manufacturer_c	↔	manufacturer
Fiscal_year_c	↔	fiscal_year

2. Salesforce [Contact object](#) related field in ServiceNow.

Salesforce(Contactobject)	↔	ServiceNow(User)
LastName	↔	last_name
FirstName	↔	first_name
Email	↔	email
Phone	↔	Business_phone
MailingCity	↔	city
MailingStreet	↔	street
MailingState	↔	state
MailingCountry	↔	country
MailingPostalCode	↔	zip
Gender__c	↔	gender
Languages__c	↔	Language
City__c	↔	city
Country_code__c	↔	country
Date_format__c	↔	date_format
Employee_number__c	↔	employee_number
Last_login__c	↔	last_login
Last_login_time__c	↔	last_login_time
Title	↔	title
Middle_name__c	↔	middle_name
Time_format__c	↔	time_format
Time_zone__c	↔	time_zone

SNOW_SYS_ID__c	↔	sys_id
AccountId (Account Lookup)	↔	Company

3. Salesforce [Contract object](#) related field in ServiceNow.

Salesforce(Contract Object)	↔	Salesforce(Contract Object)
SNOW_SYS_ID__c	↔	SNOW_SYS_ID
Description	↔	Description
Short_description__c	↔	short_description
StartDate	↔	starts
Ends__c	↔	ends
TC__c	↔	terms_and_conditions
State__c	↔	state
Active__c	↔	active
Cost_per_unit__c	↔	cost_per_unit
Created__c	↔	sys_created_on
Discount__c	↔	discount
License_type__c	↔	License_type
Number__c	↔	number
Options__c	↔	options
Payment_amount__c	↔	payment_amount
PO_Number__c	↔	po_Number
Process__c	↔	Process
Total_cost__c	↔	total_cost

Updated_by__c	↔	sys_updated_by
Vendor_account__c	↔	vendor_account
Yearly_cost__c	↔	yearly_cost

4. Salesforce [Case object](#) related field in ServiceNow.

Salesforce(Case Object)	↔	ServiceNow(Incident)
Active__c	↔	active
Activity_due__c	↔	activity_due
Actual_end__c	↔	work_end
Actual_start__c	↔	work_start
Business_duration__c	↔	business_duration
Business_resolve_time__c	↔	business_stc
Category__c	↔	category
Child_Incidents__c	↔	child_incidents
Close_code__c	↔	close_code
Closed__c	↔	closed_at
Close_notes__c(Deprecated)	↔	close_notes
Contact_type__c	↔	contact_type
Due_date	↔	due_date
Escalation	↔	escalation
Excepted_start	↔	excepted_start
Follow_up	↔	follow_up
Impact	↔	impact
Incident_state	↔	incident_state

Priority	↔	priority
Reassignment_count__c	↔	reassignment_count
Reopen_count__c	↔	reopen_count
Short_description__c	↔	short_description
SLA_due__c	↔	sla_due
SNOW_SYS_ID__c	↔	sys_id
State__c	↔	state
Subcategory__c	↔	subcategory
Updated__c	↔	sys_updated_on
Upon_approval__c	↔	upon_approval
Upon_reject__c	↔	upon_reject
Incident_URL__c	↔	Custom Created Field
Description	↔	description
AccountId(Account Lookup on Case)	↔	company
ContactId(Contact Lookup on Case)	↔	caller_id
SNOW_Close_Notes__c	↔	close_notes
Incident_Creation_Timestamp__c	↔	sys_created_on
Assigned_To__c	↔	assigned_to

Additional Setting In ServiceNow QuickConnectApp

We created a Custom Setting named '[Sync Setting](#)' to give additional facility to the User.

Steps to get custom setting.

[Goto SetUp](#) > Write '[Custom Setting](#)' in Quick Find Box > Click on '[Manage](#)'

on 'Sync Setting'

Custom Settings

Use custom settings to create and manage custom data at the organization, profile, and user levels. Custom settings data is stored in the application cache. This means you can access it efficiently, without the cost of repeated queries. Custom settings data can be used by formula fields, Visualforce, Apex, and the Web Services API.

View: All [Create New View](#)

[Get Usage](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | **All**

Action	Label	Visibility	Settings Type	Namespace Prefix	Description	Record Size	Number of Records	Total Size
Edit Manage	Service Now Detail	Protected	List	AstreaSNOW	Used to store Service Now Details to make callout	1,260	1	1260
Edit Manage	Sync Setting	Public	Hierarchy	AstreaSNOW	This has been used to configure Sync Setting from Service Now to Salesforce and vice-versa.	258	1	258
Edit Manage	XX Deprecated SNOW Credentials	Protected	List	AstreaSNOW	***** Deprecated *****	310	0	0

Then Click on **New** Button of **Default Organization Level Value**

Custom Setting

Sync Setting

If the custom setting is a list, click **New** to add a new set of data. For example, if your application had a setting for country codes, each set might include the dialing code.

If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, you may want different values to display depending on the specific user is running the app, a specific profile, or just a general user.

[New](#)

▼ **Default Organization Level Value**

Here are some fields

Sync Setting Edit

Provide values for the fields you created. This data is cached with the application.

Edit Sync Setting

[Save](#) [Cancel](#)

Sync Setting Information

Location

Sync Account ☐

Sync Case ☒

Sync Contact ☐

Sync Contract ☐

Enable Debugging ☐

Record Size

Additional Email for Exceptions

Enable Partial DML ☐

[Sync Account](#), [Sync Case](#), [Sync Contact](#) and [Sync Contract](#) checkbox will give flexibility of Object syncing to user, Which ever checkbox will be checked by user only those record will be synced between Salesforce to ServiceNow and Vice versa. (**Note:-** the current version of App Support all Object Syncing , Checking of these fields will not work, If user wants this feature then we can make it customizable for them.)

[Additional Email for Exception](#) and [Enable Debugging](#) fields works together,

User can enter their email address in Additional Email for Exception field, and check Enable Debugging Checkbox, After doing this If there will be any error then user will get a detailed error description Email.

If any Access or Permission level Error then User can read the Error and resolve on its Own. and If somehow User is unable to resolve the issue then we would be happy to resolve the issue facing by user.

In [Record Size](#) field, User can enter number of records He/She wants to get from Servicenow at a time. Maximum Record Size allowed is **400**.

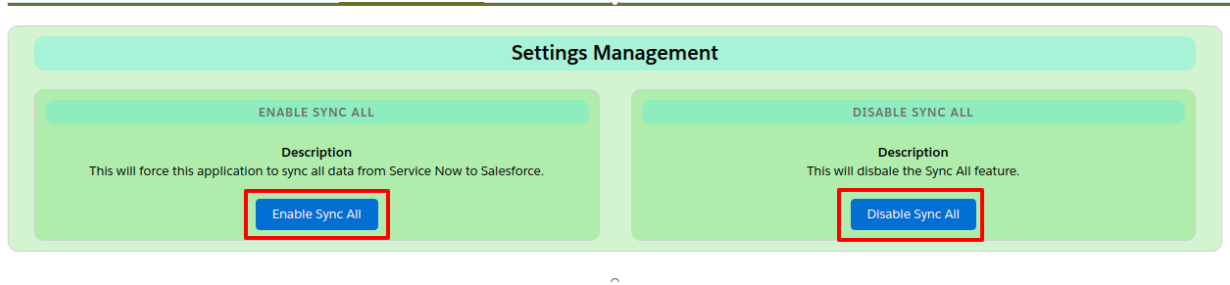
Leave [Enable Partial Debugging](#) field as blank. It is for future purpose.

Setting Management Tab

When User Run the batch for the first time, it will get all the records from ServiceNow to Salesforce and when User press run the batch for second time or further it will only fetch newly created or Updated records.

If user wants all the records from ServiceNow when he/she press Run batch button for second time the he/She can do this Using [Setting Management Tab](#)

There are two Buttons in this tab [Enable All Sync](#) and [Disable All Sync](#)



When User Press Enable All Sync Button it will enable setting to get all the record from Servicenow to Salesforce when user press Run batch Button.

When User Press Disable All Sync Button it will Disable setting to all the records from ServiceNow it will only fetch newly created or Updated records.