

How to extract a user from a referenced field

Assume you would like to send the email address of the incident.caller to the other side. incident.caller is a reference and looks like

```
[display_value:Taylor Vreeland, link:https://dev78307.service-now.com/api/now/v2/table/sys_user/46bac3d6a9fe1981005f299d979b8869]
```

To extract the user you can use the [getTableByLink](#) function

```
if(!(incident.caller_id instanceof String)){
  replica.callerMail = nodeHelper.getTableByLink(incident.caller_id?.link)?.email
}
```

As a side-note that the user table has much more fields

```
[
default_perspective:
  first_name:Fred
  city:
  name:Fred Luddy
  mobile_phone:
  sys_mod_count:10
  introduction:
  source:
  internal_integration_user:false
  avatar:
  location:[...]
  latitude:
  photo:
  zip:
  email:fred.luddy@example.com
  sys_updated_on:2020-04-03 20:40:35
  sys_id:5137153cc611227c000bbd1bd8cd2005
  time_sheet_policy:
  state:
  vip:false
  calendar_integration:1
  cost_center:[...]
  agent_status:
  notification:2
  user_password:...
  home_phone:
  preferred_language:en
  country:
  sys_created_by:GUEST
  building:
  sys_created_on:2004-05-02 00:00:00
  longitude:
  sys_domain:[...]
  geolocation_tracked:false
  on_schedule:
  company:[...]
  department:[...]
  last_position_update:
  last_name:Luddy
  locked_out:false
  roles:admin, itil
  middle_name:
  manager:
  schedule:
  ldap_server:
  last_login:
  street:
  title:Programmer
  date_format:
  employee_number:
  web_service_access_only:false
  sys_domain_path:/
  time_format:
  sys_class_name:sys_user
  sys_updated_by:developer.program@snc
  password_needs_reset:false
  user_name:fred.luddy
  failed_attempts:
  time_zone:US/Pacific
  enable_multifactor_authn:false
  phone:
  last_login_time:
  gender:Male
  sys_tags:
  active:true].
```

