

SalesInsight for ServiceNow incidents and Salesforce cases

Fluorine+

The Perspectium SalesInsight case-incident integration enables the syncing of Salesforce cases with ServiceNow incidents. This approach to creating your data integration utilizes scheduled jobs and Salesforce Apex triggers to send and receive messages to the Perspectium Mesh.

Get started with SalesInsight (incident-case)

To get started with your SalesInsight case-incident integration, you will need to complete the following procedures:

1

[Install the Perspectium Package for Salesforce](#)

2

[Configure your Salesforce org's remote site settings](#)

3

[Configure Perspectium Replicator as a Salesforce connected app](#)

4

[Configure Perspectium properties for Salesforce](#)

5

[Create a custom case field](#)

6

[Create a Salesforce shared queue](#)

7

[Create a Salesforce subscribed queue](#)

8

[Create a Salesforce dynamic share](#)

9

[Create a Perspectium job for Salesforce](#)

[Configure ServiceNow to share/subscribe to your Salesforce org](#)

Similar topics

- [Install the Perspectium Package for Salesforce](#)
- [Configure Salesforce remote site settings](#)
- [Create a custom case field](#)
- [SalesInsight for ServiceNow incidents and Salesforce cases](#)
- [Create a Salesforce subscribed queue](#)

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