

# Create a Salesforce subscribed queue

Fluorine+

A subscribe queue will need to be created in Salesforce to store messages coming into Salesforce from shared ServiceNow incidents.

## Prerequisites

---

- ⚠ Install the [Perspectium Package for Salesforce](#)
- ⚠ [Configure your Salesforce remote site settings](#)
- ⚠ [Configure Perspectium Replicator as a Salesforce connected app](#)
- ⚠ [Configure Perspectium properties for Salesforce](#)
- ⚠ [Create a custom case field](#)
- ⚠ [Create a ServiceNow shared queue for Salesforce](#)
- ⚠ [Create a ServiceNow dynamic share for Salesforce](#)

## Procedure

---

To create a subscribe queue in Salesforce, follow these steps:

1

Log into your Salesforce organization and click the  icon in the upper left-hand corner of the screen. Then, click the **Perspectium Replicator** app.

---

2

In the navigation bar near the top of the screen, click **Queues**. Then, in the upper left-hand corner of the resulting page, click **New Queue**.

---

3

For the Queue Name, type **psp.out.siam.salesforce.<salesforce\_instance\_number>**

For example, if your Salesforce instance number is **na55**, your subscribe queue name should be **psp.out.siam.salesforce.na55**.

---

4

From the Direction dropdown, choose **Subscribe**.

---

5

Type your Perspectium Integration Mesh URL, username, and password in the appropriate fields. Then, click **Save** to finish creating your subscribe queue.

**NOTE:** You can optionally click **Get Queue Status** before saving your shared queue to check if the queue was created successfully and is active.

The screenshot shows the Salesforce interface for configuring a Perspective Queue. The page title is "Perspectium Repli...". The navigation bar includes "Home", "Dynamic Shares", "Bulk Shares", "Queues", "Perspectium Jobs", "Inbound Messages", and "More". The main content area is titled "Perspectium Queues" and contains a "Perspectium Queue Details" form. The form fields are: Queue Name (value: psp.in.siam.provider.salesforce), Alias (empty), Direction (value: Share), Endpoint URL (value: https://us-west-2-dev.perspectium.net), Queue User (value: admin), Queue Password (masked with dots), Instance (empty), and Last Processed (empty). Red arrows point to the Queue Name field with the text "Type subscribe queue name", to the Direction dropdown with "Choose Subscribe", and to the Endpoint URL field with "Enter Integration Mesh credentials". The "Save" button is highlighted with a red box.

Queue Name	psp.in.siam.provider.salesforce
Alias	
Direction	Share
Endpoint URL	https://us-west-2-dev.perspectium.net
Queue User	admin
Queue Password	.....
Instance	
Last Processed	

## Next steps

[Create a Salesforce dynamic share](#)

## Similar topics

- [Install the Perspectium Package for Salesforce](#)
- [Configure Salesforce remote site settings](#)
- [Configure Perspectium Replicator as a Salesforce connected app](#)
- [Configure Perspectium properties for Salesforce](#)
- [Create a custom case field](#)

## Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

[support@perspectium.com](mailto:support@perspectium.com)