

Create a Perspectium job for Salesforce

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To ensure that case record data is synced properly with your ServiceNow instance, you will need to create a **Perspectium job** in Salesforce that will handle the transfer of data from ServiceNow to Salesforce once a Salesforce dynamic share is triggered.

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 Salesforce shared queue](#)
- ⚠️ [Create a Salesforce dynamic share](#)

Procedure

To create a Perspectium job in Salesforce, follow these steps:

1

Access the Perspectium Replicator app

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

Navigate to Perspectium Jobs

In the navigation bar near the top of the screen, click **Perspectium Jobs**. In the upper left-hand corner of the resulting page, click **New Perspectium Job**.

3

Enter Perspectium Job Details

Under the **Perspectium Job Details** section, check the **Active** box to allow your Perspectium job to start running after you save the job. Then, type any **Description** for your Perspectium job.

4

Choose Job Settings

Under the **Job Settings** section, choose an option from the **Job Type** dropdown:


Job Type	Description
MultiOutput Processing	Data will be shared out of your Salesforce org
Replicator Subscriber	Your Salesforce org will accept inbound data being shared out from other apps/data sources

Next, choose a **Job Interval**, which is an interval of time at which your Perspectium job will regularly run.

Finally, you can optionally select a **Job Delay Interval**, which is an amount of time that will delay the execution of your Perspectium job if the max allowed number of Apex jobs running in your Salesforce org is exceeded. For more information on how Apex jobs run in a Salesforce org, see [Apex Transactions and Governor Limits](#).

5

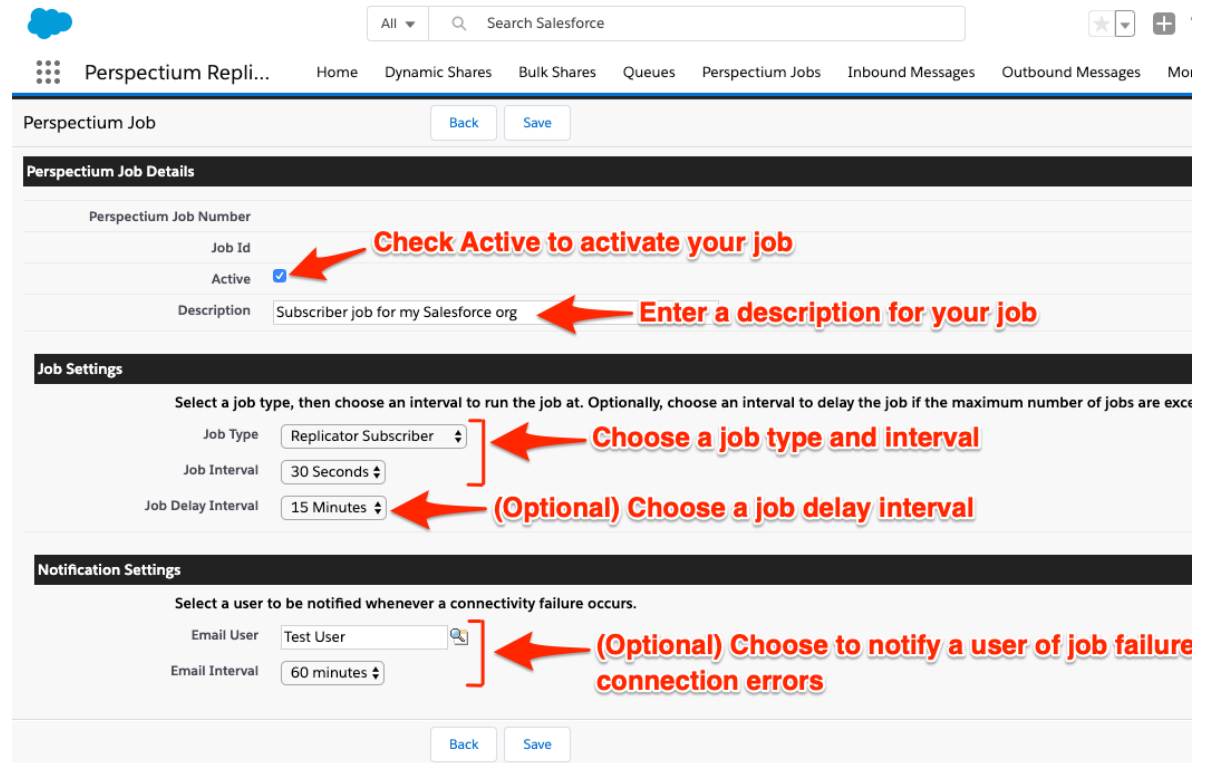
(Optional) Choose Notification Settings

Optionally, you can choose a user to receive email notifications whenever your Perspectium job fails to run due to a connectivity error. To do this, click  and then choose a user. Finally, choose an **Email Interval**, which is an interval time at which email notifications will be sent to the user whenever your Perspectium job continues to fail due to a connectivity error.

6

Save your Perspectium job

At the top or bottom of the form, click **Save** to finish creating your Perspectium job.



The screenshot shows the 'Perspectium Job Details' and 'Job Settings' sections of the Perspectium Replicator configuration interface. Red arrows and text annotations highlight key configuration steps:

- Check Active to activate your job:** Points to the 'Active' checkbox, which is checked.
- Enter a description for your job:** Points to the 'Description' field, which contains 'Subscriber job for my Salesforce org'.
- Choose a job type and interval:** Points to the 'Job Type' dropdown (set to 'Replicator Subscriber') and the 'Job Interval' dropdown (set to '30 Seconds').
- (Optional) Choose a job delay interval:** Points to the 'Job Delay Interval' dropdown, which is set to '15 Minutes'.
- (Optional) Choose to notify a user of job failure connection errors:** Points to the 'Email User' dropdown (set to 'Test User') and the 'Email Interval' dropdown (set to '60 minutes').

At the bottom of the form, there are 'Back' and 'Save' buttons.

NOTE: Whenever the Perspectium job fails, repeat the above steps and recreate the Perspectium job

Next steps

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

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](#)

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