

View receipts for your SalesInsight integration

Fluorine+

Receipts are automatically generated in your Salesforce org for your SalesInsight integration. Receipts indicate the delivery status for records that have been shared from your ServiceNow instance to your Salesforce org, allowing you to quickly identify successfully synced records as well as any records that have not yet been synced. Receipt **delivery statuses** include:

- **Success** Your records were synced successfully
- **Pending** Your Salesforce org is still processing the records shared out from your ServiceNow instance
- **Error** Your records were not synced successfully

NOTE: By default, Salesforce receipts will be generated for every 1,000 ServiceNow messages. To change this value, see [change Salesforce receipt Batch Ack Size and Batch Error size](#).


Prerequisites

! First, you will need to follow the steps to [get started with your SalesInsight integration for ServiceNow incidents and Salesforce cases](#).

Procedure

To view the receipts generated in your Salesforce org for data being shared out by ServiceNow, follow these steps:

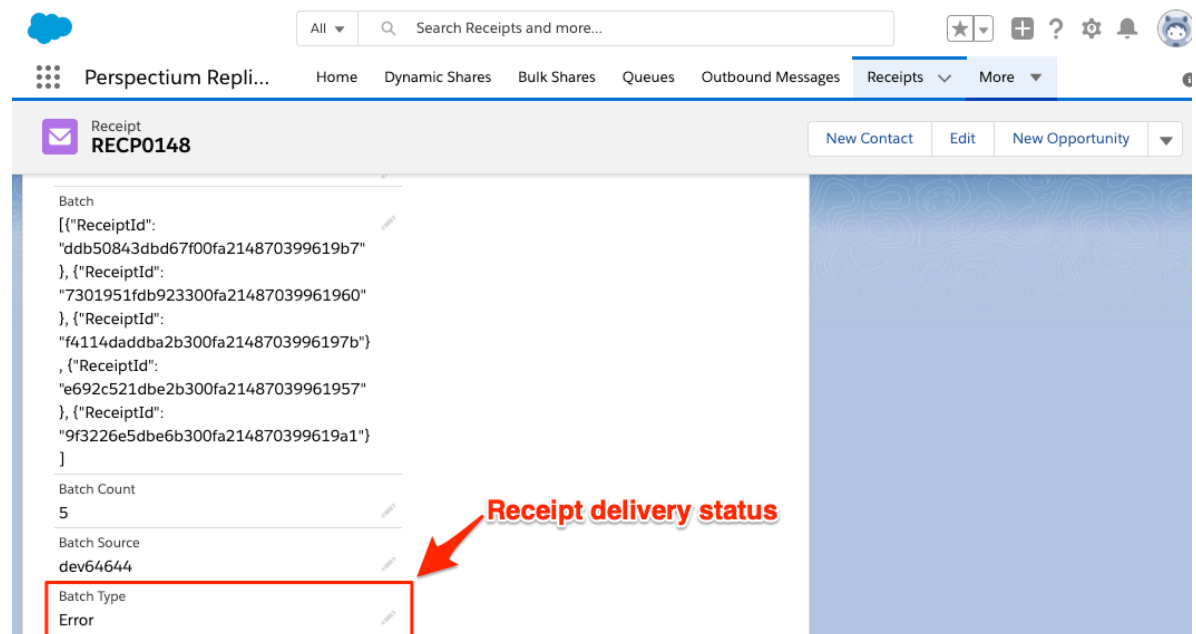
1

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

2

In the navigation bar near the top of the screen, click **Receipts**. Then, on the resulting page, click into the receipt that you want to view. Note that the receipt's **delivery status** will be listed as the value in the **Batch Type** field for the receipt.

NOTE: Keep in mind that receipts generated within Salesforce are receipts for data **coming into Salesforce** (inbound data). To view information for receipts for data **coming out of ServiceNow** (outbound data), see [ServiceNow messages & receipts](#).



The screenshot shows the Salesforce interface for the 'Perspectium Replicator' app. The navigation bar at the top includes 'Home', 'Dynamic Shares', 'Bulk Shares', 'Queues', 'Outbound Messages', 'Receipts', and 'More'. The 'Receipts' tab is selected, and a specific receipt titled 'Receipt RECP0148' is displayed. The receipt details include:

- Batch:** [{"ReceiptId": "ddb50843dbd67f00fa214870399619b7"}, {"ReceiptId": "7301951fdb923300fa21487039961960"}, {"ReceiptId": "f4114daddba2b300fa2148703996197b"}, {"ReceiptId": "e692c521dbe2b300fa21487039961957"}, {"ReceiptId": "9f3226e5dbe6b300fa214870399619a1"}]
- Batch Count:** 5
- Batch Source:** dev64644
- Batch Type:** Error

The 'Batch Type' field is highlighted with a red box, and a red arrow points to it with the text 'Receipt delivery status'.

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](#)

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com