

ServiceNow Receipts for a Fanout Queue

Gold

When creating a shared queue you have the option to send to a fanout queue. Fanout queues are used to broadcast messages across multiple queues. For more information about fanout queues check [here](#). You can enable receipt for your fanout queues. For example, if your fanout queue broadcasts messages to 3 different queues then you will receive 3 different receipts correlating to each queue.

Prerequisites

 First, you will need to contact [Perspectium support](#) to start using ServiceNow receipts for a Fanout Queue.

[blocked URL](#) Second, you will need to [install DataSync for ServiceNow](#) and [run the Perspectium Finish Install scripts](#).

[blocked URL](#) Lastly, you will also need to [set your initial Perspectium & Replicator properties](#).

Procedure

To create a shared queue with receipts for a fanout, follow these steps:

1

Create a shared queue

Create a shared queue as you would normally.

2

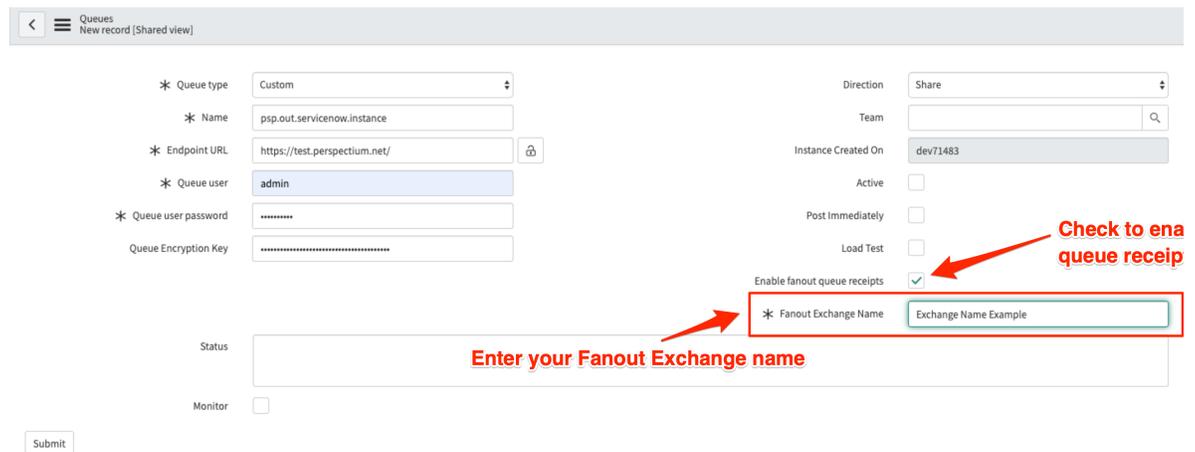
Click the Enable fanout queue receipts

Check the **Enable fanout queue receipts** box.

3

Enter your Fanout Exchange Name

Enter your **fanout exchange** and ServiceNow will automatically reach out to the Perspectium Integration Mesh to find out how many queues and receipts to make.



The screenshot shows the ServiceNow configuration form for a new record in the Queues table. The form is titled "Queues New record (Shared view)". It contains several fields and checkboxes. The "Queue type" is set to "Custom". The "Name" is "psp.out.servicenow.instance". The "Endpoint URL" is "https://test.perspectium.net/". The "Queue user" is "admin". The "Queue user password" is masked with asterisks. The "Queue Encryption Key" is also masked. The "Direction" is set to "Share". The "Team" field is empty. The "Instance Created On" is "dev71483". The "Active" checkbox is unchecked. The "Post Immediately" checkbox is unchecked. The "Load Test" checkbox is unchecked. The "Enable fanout queue receipts" checkbox is checked, with a red arrow pointing to it and the text "Check to enable queue receipt". The "Fanout Exchange Name" field is highlighted with a red box and contains the text "Exchange Name Example", with a red arrow pointing to it and the text "Enter your Fanout Exchange name". The "Status" field is empty. The "Monitor" checkbox is unchecked. A "Submit" button is located at the bottom left of the form.

Monitoring Receipts for Fanout Queues

After you finish setting up your queue, you can send messages as you normally would.

Procedure

To monitor receipts for fanout queues, follow these steps:

1

Navigate to receipts

Once the messages are sent you can navigate to the **Perspectium > Replicator > Receipts**.

2

Access the receipt

Find the corresponding receipt to the record(s) that you sent out and click into the form.

3

Monitor the receipt

Navigate to the **Queues** field at the bottom of the form and look at the JSON object in the value. The object is setup to have the fanout queue as the field and the value is a true/false value.

A **true** value means that ServiceNow has received an acknowledgement for that queue and a **false** value means that it is still pending.

Notice the fields **Expected Ack** and **Current Ack**, these are fields for you to quickly check if you have all of the acknowledgements.

Number	RECP0001541	Key	dev62798
Topic	replicator	Name	incident.bulk
Type	servicenow	Source	dev62798
Value			
attributes	cipher=1,set_id=f6ea584adb08881032072bfa4b96199a,encryption_mode=encrypted,RecordId=1c832706732023002728660c4cf6a7b9,sharedQueue=85de19e5dbb3330032072bfa4b96199e,action=bulk,cipher=3,subscribedQueue=psp.out.servicenow.dev82671,encryption_mode=encrypted,sharedQueue=cf9cea0edb333300431d2706ca961995		
Source Table	Incident [Incident]		
Source Record	Incident: INCO009002		
Share Table	Bulk Share		
Share Record	Bulk Share: 10 to psp.out.replicator.kent_fan		
Delivery Status	Pending		
Expected Ack	2		
Current Ack	1		
Queues	{\"psp.out.servicenow.dev82671\":true,\"psp.out.servicenow.thai1\":false}		

Update Delete

Similar topics

- [Create a ServiceNow shared queue](#)

Contact Perspectium Support

US: 1 888 620 8880

- Configure a ServiceNow instance as a subscriber



UK: 44 208 068 5953

support@perspectium.com