

# 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 'Queues' form in ServiceNow. The form is titled 'Queues' and 'New record (Shared view)'. It contains several fields for queue configuration. On the right side, there is a section for 'Fanout' settings. The 'Enable fanout queue receipts' checkbox is checked, and a red arrow points to it with the text 'Check to enable fanout queue receipts'. Below this, the 'Fanout Exchange Name' field is filled with 'Exchange Name Example', and a red arrow points to it with the text 'Enter your Fanout Exchange name'. Other fields include 'Queue type' (Custom), 'Name' (psp.out.servicenow.instance), 'Endpoint URL' (https://test.perspectium.net/), 'Queue user' (admin), 'Queue user password' (masked), 'Queue Encryption Key' (masked), 'Direction' (Share), 'Team' (empty), 'Instance Created On' (dev71483), 'Active' (unchecked), 'Post Immediately' (unchecked), 'Load Test' (unchecked), 'Status' (empty), and 'Monitor' (unchecked). A 'Submit' button is at the bottom left.

# 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.

Receipt  
incident.bulk

Number: RECP0001541

Topic: replicator

Type: servicenow

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