Helium Release



DataSync Release Notes

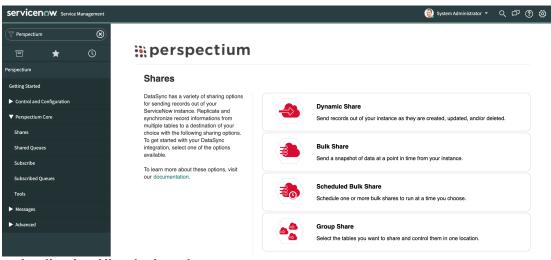
See what's new with all the data integration solutions!

ServiceBond Release Notes

See what's new in all the integration available to facilitate automated Service Provider to Customer interactions!

Release Highlights

DataSync for ServiceNow



Application UI redesigned

A redesigned UI improves your experience to better navigate through the features you use.

- · Navigator list are condensed and organized to its proper category.
- Bulk share and dynamic share forms redesigned to improve your configuration experience.
- All sharing options in one location. See the new Shares page.
- Features that can help you solve some of your integration issues are all located in the Troubleshooting module.

...and much more! Explore the How to Use DataSync for ServiceNow to see all the other changes.

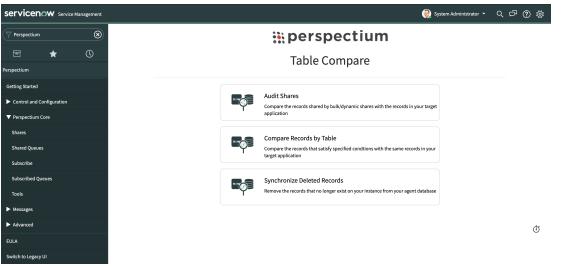


Table Compare Enhancement

There are now different comparison types for ServiceNow to Database Table Compare:

- Audit Shares compares the records shared by bulk shares with the records in your database.
- Compare Records by Table compares the records that satisfy specified conditions with the same records in your database.
- Synchronize Deleted Records removes records that no longer exists on your instance from your agent database.

See ServiceNow to Database Table Compare to get started!

Servicenow. Service Management	🌒 System Administrator 👻 Q	口 () 袋
Perspectium	nerspectium 👬	
e \star O	This feature is intended for advanced users only. Please consult the documentation by clicking the info button or contact Perspectium Support before usage.	×
Perspectium		
Getting Started	Create Inbound Processors ⁹	
Control and Configuration		
V Perspectium Core	Number of Jobs 8	
Shares	Create	
Shared Queues		±.
Subscribe		Φ
Subscribed Queues		
Tools		
Messages		
► Advanced		
EULA		
Switch to Legacy UI		

Share and Subscribe Performance Improvements

Some of the notable ways performance has improved include:

- Creating multiple MultiOutput Jobs can be use if you are sending a high volume of messages to a single queue or spreading your messages across a high volume of queues.
- Improve bulk share performance and increase throughput by automatically creating Multiple Bulk Share Jobs.
- Creating multiple Inbound Processors can be use if you are receiving a high volume of messages from a single queue or want an overall improvement in throughput.

ServiceInsight

perspectium :

Welcome to ServiceInsight

While DataSync provides a unique solution for businesses to manage their data, it is our goal to take this product to the next level by offering a variety of analytical tools that present meaningful key performance indicators (KPIs) in the form of dashboards. ServiceInsight aims to visualize the data stored in ServiceNow tables by presenting insightful KPIs for businesses to take action on. To get started, complete the setup process to leverage Perspectium's powerful integration capabilities.



Manage your data with ServiceInsight

Expand the way you manage your data with ServiceInsight with the following:

- Pre-configured data extracts, paired with Tableau reports.
- Get a deeper understanding of ITSM, CSM, ITOM, ITAM and HR data.
 Review your Key Performance Indicators (KPI) in minutes!

See ServiceInsight to get started!

Dashboard

Overall Health	Total Daily Record	• 63,321	Total Monthly Records	312,605
gent				
2 Down				
2 Running	Record Breakdo	own		Show By Hour -
	Errors			
	2200			
Jeue Status 21-01-21 21:48:45: Connection to queue was successful and	2000			
re are 568 messages. There are 0 messages ready to be sen				
d 100 messages already sent in your outbound messages.	1800			
	1600			
/	1400			
	1200			
	1200			
cent Alert	1000			
ALERT: 568 records in psp.out.servicenow.dev699	12PM	1PM	2PM	3PM
Shared Queue Subscribed Queue				
psp.out.servicenow. dev69945.testQueu problem.Agent	Errors	Show Inbound • 16 errors	Support Cases	6 open

Default -

opera core app icalic with Dashboard!

The new Dashboard included with our core application will provide you the following:

- A single page dashboard that shows an overview of an integration including volume, status and errors.
- Help you understand your data exchanges powered by Perspectium and assist in troubleshooting issues.

Snapshot

: perspectium

DataSync Snapshot

Name	Description	Backup Date 🗸	Instanc	e backed up on	
Completed Backups <i>Ձ</i>				Restore	
ITSM schedule for 2/10	Backing	up on 2/10 at 1am	2021-02-02 22:26:06		
Not executed yet 2/2	Added fi	lters for cmdb_ci	2021-02-02 22:22:57		
Name	Descri	ption	Created 🛩		
ending backups are backup configurations	s that have yet to be backed up. Select one below to edit I	the configuration, set up a schedule or execute the backup.			
Pending Backups					
Completed : 100%					
ime started : 02-02-2021 02:57:57 ercent					
ame : Testing against qa					
urrent status : Completed					
ackup Status					+ New Backup
rspectium Docs					
e Perspectium DataSync Snapshot feature is feature can also be used to migrate dat ntact Perspectium support.	e allows arbitrary ServiceNow tables or groups of tables a, script, schema and configurations between ServiceNor	to be backed up and restored back into the same or other Servic w instances. For more resources and information, visit the Persp	ectium Docs or		

đ

Back up and restore your ServiceNow tables in your own instance or another!

With the ease of **Snapshot**, you can achieve the following:

- Get control over your ServiceNow backups and have confidence that you can restore from them.
- Snapshot entire applications, including forms, properties, scripts, business rules, referenced records and schemas.
- Restore entire applications onto other ServiceNow instances for migration.

See Snapshot to get started!

Spoke

servicenow	Flow Designer				
🏠 🔓 Share Re	ecords 🛞 🕇				
• FLOW Sh	hare Records	Status: Published	Application: Perspectium Spoke	Properties	t Executions
	Incident Created or Updated				
ACTIONS	Post Message Share out a record to the Perspectium Integration Mesh				
▼ 2 -Ş	If Post Message Failed then Notify via email if sharing out the record to the Perspectium Integration Mesh fails				
3	Send Email Provide an email address to receive notifications when sharing fails. Note: Or	ne email will be sent f	or each failed record		
+	Select to add an Action, Flow Logic, or Subflow				

Share records out of your ServiceNow instance with Integ rationHub

Extend ServiceNow workflows to 3rd party service providers or other departments using the **Perspectium Spoke** and the ServiceNow IntegrationHub:

- Share records from a ServiceNow instance to the Integration Mesh without the Perspectium ServiceNow application.
- Share records out in Common Document format in addition to base records
- Share out the comments and work notes of records

See Perspectium Spoke for ServiceNow to get started!

Release Names and Packaging

The releases name are in the format of **<Major>.<Minor/Patch>.<Hotfix>**. The contents of a release package are based on the name and are as follows:

Format	Description
Major	Version of the software that contains significant new features, enhancements, and/or improvements in the user interface (UI) or user experience (UX).
	Perspectium's release name follows the chemical elements (e.g. Helium) and are released alphabetically. For example, Helium 6.0.0 is the major release following Gold.
Minor /Patch	A set of changes that contains updates, bug fixes, and/or improvements on the product. This release version can be installed by itself without a major release.
	(e.g. Helium 6.1.0)
Hotfix	A set of changes that addresses a specific issue. This release version cannot be installed by itself, it will need to be uploaded on top of a major or patch release. Starting with Helium, hotfixes are cumulative so hotfix 2 will contain fixes in hotfix 1.
	(e.g. Helium 6.0.1 also known as Helium Hotfix 1)

Release Compatibility

Perspectium tests **n-2** compatibility with each release e.g. the previous two major releases of the Agent prior to this release has been tested with the latest version of the ServiceNow application.

Can't find the feature you're looking for?

See release notes for earlier releases.