

ServiceNow shared and subscribed queues

Shared queues exist in a sharing instance of ServiceNow and contain outbound messages for data that is dynamic shared or bulk shared out of the instance.

Subscribed queues exist in the subscribing instance of ServiceNow (or some other application) and contain inbound messages for data coming in from the sharing instance.

What's on this page?

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Before completing any of the actions laid out on this page, you need to successfully [install and configure DataSync for ServiceNow](#)

Create a ServiceNow shared queue

This is one of the first and key steps in using DataSync for ServiceNow, as it sets up your ServiceNow instance for sharing data.

Here's how:

1. In your ServiceNow instance that you want to set up for sharing, go to **Perspectium > Perspectium Core > Shared Queues**.
2. On the resulting page, at the top, click **New**.
3. On the resulting form, use the **Queue type** dropdown to choose your desired queue type. See the table below for a breakdown of the different queue types.

Type	Description	Queue Prefix
DataSync	For sending records to a DataSync Agent	psp.out.replicator.<agent_name>
Salesforce	For sending records to a SFDC org	psp.out.salesforce.<org_name>
Service Gateway	For sending records with the ServiceBond app using meshlets	psp.in.meshlet.<meshlet_name>
ServiceNow	For sending records to another ServiceNow instance	psp.out.servicenow.<instance_name>
SIAM	For sending records to a SIAM provider	psp.in.siam.client.<integration_name>

4. In the **Queue Name** field, enter a name for your queue—there should be a prefix automatically included in the field based on the table above. Add your desired name to the end of the pre-included prefix.
5. In the **Queue user** and **Queue user password** fields, type your Perspectium Mesh username and password. You can find these in the [General Settings module](#).

- (Optional!) You can use the **Queue Encryption Key** and **Encryption Mode** fields to choose custom encryption options for this shared queue. Otherwise, the queue will use the encryption details set at the Properties level. Customizing these fields ensures that all data flowing through this queue will be encrypted using only the key and mode you set for the queue. Find more information on encryption [here](#).
- Check the **Active** box.
- (Optional!) You can check the **Load Test** box to create a **Duration** field for any bulk shares that you create for this shared queue—it will indicate around how much time will elapse before your bulk share data reaches your Perspectium Mesh.
- Click **Submit**.

Create a ServiceNow subscribed queue

Once you have created a shared queue, you must set up a separate application as a subscriber for it to receive data from the sharing instance.

Here's how to set up a subscribed queue in order to configure ServiceNow as a subscriber:

- In the SharingNow instance that you want to configure as a subscriber and go to **Perspectium > Perspectium Core > Subscribed Queues**.
- On the resulting page, at the top, click **New**.
- On the resulting form, use the **Queue type** dropdown to choose between the type of ServiceNow or Custom.

Queue Type	Description
Custom	Choose this option if you want to create a subscribe queue manually and want to control the entire queue name. If you choose this, your queue name must start with psp .
ServiceNow	Choose this option if you want to subscribe to a ServiceNow queue. This will automatically prepend "psp.out.servicenow." to your queue name.

- Enter a **Queue name** in the field based on the following info:

Queue Type	Value to enter	Example	Generated Queue Name
ServiceNow	Enter a ServiceNow instance name	dev12345	psp.out.servicenow.dev12345
Custom	Enter a complete queue name starting with "psp"	psp.out.replicator.test	psp.out.replicator.test

- In the **Queue user** and **Queue user password** fields, type your Perspectium Mesh username and password. You can find these in the [General Settings module](#).
- Check the **Active** box.
- Click **Submit**.
- Now that you've set up the subscribed queue, you need to subscribe your instance to the specific tables (or all tables) that you want the instance to be subscribed to.

To do so, go to **Perspectium > Perspectium Core > Subscribe**.

- In the resulting page, click **New**.
- Use the **Table** dropdown to choose the table from the sharing instance that you want to subscribe to data for.
- Check the **Active** box.
- Click the **Trigger Conditions** tab, and check any or all of the following boxes:

Action	Your ServiceNow instance will subscribe to data when...
Create	new records are created on a sharing instance.
Update	record data is changed on a sharing instance.

Delete	records are deleted on a sharing instance.
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13. Click **Submit**.

Next, explore the features available for shared and subscribed queues.