Create a ServiceNow subscribed queue for Autotask

To ensure that Autotask incidents are arriving at your ServiceNow instance, you will need to create a subscribed queue and subscribe to the data being shared out of Autotask.

Prerequisites

⚠️ First, you will need to create a ServiceNow dynamic share for Autotask.

Procedure

To create a ServiceNow subscribed queue and subscribe for Autotask, follow these steps:

1   **Create a ServiceNow subscribed queue for Autotask**

Log into your ServiceNow instance and navigate to **Perspectium** > **DataSync** > **Subscribed Queues** or simply type and then select **Subscribed Queues** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**. In the **Name** field, type **psp.out.meshlet.autotask**. Enter your **Queue username** and **Queue password** (provided by Perspectium Support), and check the **Active** box. Finally, click **Submit** in the bottom left-hand corner of the form to save your subscribed queue settings.

Next steps

Edit ServiceNow outbound table map fields for Autotask