Perspectium Overview and Glossary

Perspectium uses a wide range of terms and concepts that you may not be familiar with. We've put together this basic overview page that introduces some of the main terminology you'll likely encounter as you navigate through the application and this docs site.

Below, you'll find a general definition of the term, some context as to when/why it might be used, and links to where you can find more information, including setup and customization instructions.

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Perspectium Integration Mesh

The Integration Mesh is Perspectium's flagship cloud service that acts as an intermediary between two software platforms, allowing for seamless data integration. The Integration Mesh is used with both DataSync and ServiceBond products.

Dynamic Share

Overview

A **dynamic share** is a feature that allows for real-time sharing of ServiceNow records as they are created, updated, and/or deleted. In other words, dynamic shares are caused by some triggering event (such as when incidents are created, updated, or deleted). The data is shared to a subscriber, which can be another instance of ServiceNow, the DataSync Agent, or any number of the other applications that Perspectium can integrate with.

Use Case

When might you want to use dynamic share?

The main purpose of dynamic share is to set up triggering events, so records are shared out dynamically according to specific trigger conditions—when records are created, updated, or deleted. So, your organization would benefit from dynamic share if you want to be consistently notified if and when any of these events occurs.

For example, you can set up a dynamic share so that any time a new customer service ticket is created in ServiceNow, it automatically triggers a ticket to also be created in a subscribing application, such as Salesforce, JIRA, or another ServiceNow instance.

Click to learn all about dynamic share, including set up, configuration, and all available features.

Bulk Share

Overview

A **bulk share** is a feature that allows a ServiceNow instance to share a pre-filtered range of data all at once. The data is shared to a subscriber, which can be another instance of ServiceNow, the DataSync Agent, or any number of the other applications that Perspectium can integrate with.

This feature can share multiple tables through the table hierarchy, run through advanced filters and scripts, share out related/auxiliary records, and more.

Use Case

When might you want to use bulk share?

Since this feature allows you to share a big dataset all at once (hence "bulk"), it removes the need for manually sharing out data individually (although that is still an option). If your organization wants to send a dataset from ServiceNow to another application (whether that is another ServiceNow instance or some other application), setting up a bulk share allows this to happen with ease.

Bulk shares can even be scheduled to run at specific time intervals, like daily, weekly, monthly, or on any other sort of custom schedule. Or even just once at a specific time. You can schedule these however you want.

Scheduled Bulk Shares

As mentioned above, scheduled bulk shares are simply bulk shares that are scheduled to run at specific time intervals, or at one scheduled time.

Click to learn all about bulk share and scheduled bulk share, including set up, configuration, and all available features.

Shared and Subscribed Queues



Overview

Queues are how outbound and inbound messages are stored in specific order when you are sharing data out from ServiceNow (or another application, such as Salesforce) into a subscribing instance. When you share out data using a dynamic or bulk share, the relevant (outbound) messages get stored in a **shared queue** before they are processed by the **Perspectium Intergration Mesh**, and are then passed into a **subscribed queue**, where they (now inbound messages) are stored before being passed onto the subscribing instance.

Shared queues are set up in the sharing instance, and subscribed queues are set up in the subscribing instance.

Use Case

The use case for shared queues is universal, since you need to set up a shared queue in order to share out data.

Click to learn all about shared and subscribed queues, including set up, configuration, and all available features.

MultiOutput Jobs

Overview

A **MultiOutput job** is a scheduled job that processes the outbound messages that are ready to be sent from a shared queue to the Integration Mesh.

Use Case

Essentially, this job works by going to your outbound messages table and sending out the messages per queue, and this is typically done by a single job. This process is sufficient to cover most cases for sending outbound messages. However, there is an alternative if you are sending a high volume of messages to a single queue or spreading your messages across a high volume of queues: **multiple MultiOutput jobs**. This allows for multiple jobs to be responsible for their own unique subset of outbound messages. This works by passing in an encoded query to the MultiOutput job in order to limit the scope of these jobs.

Click to learn more about MultiOutput Jobs, including how to create multiple MultiOutput jobs.

Table Maps and Transform Maps

Overview

A ServiceNow **table map** is used to map ServiceNow field data for records being shared out. Then, a ServiceNow **transform map** is used to determine the relationships between fields in a table map being shared with fields in a subscribing ServiceNow table.

Use Case

If the field names of the record being shared out from ServiceNow need to be modified, or if the value of one or more fields needs to be transformed, you can create an outbound table map to modify the fields for your integration.

Click to learn more about table maps and associated features!

Common Documents

Overview

Common documents are XML schemas that represent the fields that can be mapped from one application to another.

Use Case

Bonding a Perspectium-supported application with ServiceNow requires the use of Common Documents.

Click to learn about Common Documents, including the installation and implementation of the various Common Document types.