

SalesInsight for ServiceNow incidents and Salesforce cases

Fluorine

The Perspective SalesInsight case-incident integration enables the syncing of Salesforce cases with ServiceNow incidents. This approach to creating your data integration utilizes scheduled jobs and Salesforce Apex triggers to send and receive messages to the Perspective Mesh.

Get started with SalesInsight (incident-case)

To get started with your SalesInsight case-incident integration, you will need to complete the following procedures:

1

[Install the Perspective Package for Salesforce](#)

2

[Configure your Salesforce org's remote site settings](#)

3

[Configure Perspective Replicator as a Salesforce connected app](#)

4

[Configure Perspective properties for Salesforce](#)

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[Create a custom case field](#)

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[Create a Salesforce shared queue](#)

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[Create a Salesforce subscribed queue](#)

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[Create a Salesforce dynamic share](#)

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[Create a Perspective job for Salesforce](#)

10

[Configure ServiceNow to share/subscribe to your Salesforce org](#)

Similar topics

- [SalesInsight for ServiceNow incidents and Salesforce cases](#)
- [Configure Salesforce remote site settings](#)
- [Install the Perspective Package for Salesforce](#)
- [Configure Perspective Replicator as a Salesforce connected app](#)
- [Configure Perspective properties for Salesforce](#)

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