

Create a Salesforce shared queue

Fluorine

A shared queue will need to be created in Salesforce to store messages that will be dynamic shared when Salesforce case records are created, updated, and/or deleted.


Prerequisites

- ⚠️ [Install the Perspectium Package for Salesforce](#)
- ⚠️ [Configure your Salesforce remote site settings](#)
- ⚠️ [Configure Perspectium Replicator as a Salesforce connected app](#)
- ⚠️ [Configure Perspectium properties for Salesforce](#)
- ⚠️ [Create a custom case field](#)

Procedure

To create a shared queue in Salesforce, follow these steps:

1

Log into your Salesforce organization and click the  icon in the upper left-hand corner of the screen. Then, click the **Perspectium Replicator** app.

2

In the navigation bar near the top of the screen, click **Queues**. In the upper left-hand corner of the resulting page, click **New Queue**.

3

For the Queue Name, type **psp.in.siam.provider.salesforce**.








4


From the Direction dropdown, choose **Share**.


5

Type your Perspectium Integration Mesh URL, username, and password in the appropriate fields. Then, click **Save** to finish creating your shared queue.

NOTE: You can optionally click **Get Queue Status** before saving your shared queue to check if the queue was created successfully and is active.

 All      

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Perspectium Queue Details

| | | |
|----------------|--|---|
| Queue Name | <input type="text" value="psp.in.siam.provider.salesforce"/> | ← Type shared queue name |
| Alias | <input type="text"/> | |
| Direction | <input type="text" value="Share"/> | ← Choose Share |
| Endpoint URL | <input type="text" value="https://us-west-2-dev.perspectium.net"/> | |
| Queue User | <input type="text" value="admin"/> | |
| Queue Password | <input type="password" value="....."/> | ← Enter Integration Mesh credentials |
| Instance | <input type="text"/> | |
| Last Processed | | |

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Next steps

[Create a Salesforce subscribed queue](#)

Similar topics

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