

Create a Perspectium job for Salesforce

Fluorine

The final step in ensuring that case record data is synced properly with your ServiceNow instance is to create a Perspectium job that will handle the transfer of data once a Salesforce dynamic share is triggered.


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](#)
- ⚠ [Create a Salesforce shared queue](#)
- ⚠ [Create a Salesforce dynamic share](#)

Procedure

To create a Perspectium job 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 **Perspectium Jobs**. In the upper left-hand corner of the resulting page, click **New Perspectium Job**.

3

Type any **Description** for your Perspectium job. Then, check the **Active** box to start running your Perspectium job.

4

To create a job that shares case records out of Salesforce, choose **MultiOutput Processing** from the Job Type dropdown. To create a job that subscribes to data that is being shared to Salesforce, choose **Replicator Subscriber** from the Job Type dropdown.

5

Choose an interval at which to run your Perspectium job by selecting an option from the **Interval** dropdown.

6

At the top or bottom of the form, click **Save** to finish creating your Perspectium job.

The screenshot shows the 'Perspective Job Details' form in the Perspective Replicator application. The form includes fields for 'Job Id', 'Active' (a checkbox), 'Description', 'Job Type' (a dropdown menu), and 'Job Interval' (a dropdown menu). Red arrows point to the 'Active' checkbox, the 'Description' field, the 'Job Type' dropdown, and the 'Job Interval' dropdown. Red text annotations are placed next to these arrows: 'Check the Active box', 'Type a description for your job', 'Choose a job type', and 'Choose an interval to run the job at'. The 'Save' button is highlighted with a red box.

Perspective Job

Back Save

Perspective Wiki ?

Perspective Job Details

Perspective Job Number

Job Id

Active ☒

Description Perspective Share to ServiceNow

Job Type MultiOutput Processing

Job Interval 60 minutes

Back Save

Check the Active box

Type a description for your job

Choose a job type

Choose an interval to run the job at

Next steps

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

Similar topics

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

Contact Perspective Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com