

Create a Salesforce subscribed queue

Fluorine

A subscribe queue will need to be created in Salesforce to store messages coming into Salesforce from shared ServiceNow incidents.

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

Procedure

To create a subscribe 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**. Then, in the upper left-hand corner of the resulting page, click **New Queue**.

3

For the Queue Name, type **psp.out.siam.salesforce.<salesforce_instance_number>**

For example, if your Salesforce instance number is **na55**, your subscribe queue name should be **psp.out.siam.salesforce.na55**.

4

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

5

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

Perspectium Queue Details

Queue Name	psp.in.siam.provider.salesforce
Alias	
Direction	Share
Endpoint URL	https://us-west-2-dev.perspectium.net
Queue User	admin
Queue Password	
Instance	
Last Processed	

Annotations:

- Type subscribe queue name (points to Queue Name)
- Choose Subscribe (points to Direction)
- Enter Integration Mesh credentials (points to Endpoint URL)

Buttons: Back, Save, Get Queue Status

Next steps

[Create a Salesforce dynamic share](#)

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](#)
- [Configure Perspectium properties for Salesforce](#)

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com