

# Kelverion

## Integration Pack for Salesforce

### Enabling Salesforce to be an integral component of an IT Automated

The Kelverion Integration Pack for Salesforce is an add-on for System Center Orchestrator that enables integration with the Salesforce platform.

The Integration Pack supports Salesforce Enterprise and Developer versions.

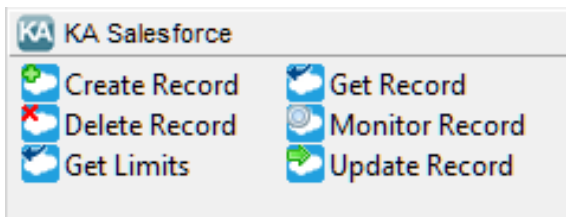
The Integration Pack delivers a range of re-usable objects to automate IT functions such as:

#### Synchronization of Salesforce related information

Customer related data usually resides on various systems within an organization, including the Salesforce system. Keeping this information up date across all platforms allows Salesforce agents to deliver quality customer service.

#### Direct Customer Interactions

Forwarding customer request directly to backend systems, accompanied by near real time status feedbacks, accelerate business processes and increase customer satisfaction.



#### IP FOR SALESFORCE ACTIVITIES

##### Create Record

Insert a new Salesforce record for a specified object type. Depending on the selected object type, different required and optional input properties are presented.

Only “creatable” object types will be presented by the activity i.e. object types which Salesforce defines can be created.

##### Delete Record

Delete a Salesforce record of the specified object type

##### Get Limits

Retrieve the API limits for your Salesforce environment.

##### Get Record

Retrieve existing Salesforce object records according to the specified filter criteria. Depending on the selected object type, filters specific to the object type will be presented.

##### Monitor Record

The Monitor Record activity can be used in a Runbook to detect newly created or updated Salesforce records

##### Update Record

Update existing Salesforce records

Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

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