Kelverion

Integration Pack for Salesforce

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

The Kelverion Integration Pack for Salesforce is an add-on for System Center 2012 or 2016 Orchestrator that enables integration with the Salesforce platform.

The Integration Pack supports Salesforce Enterprise and Developer versions.
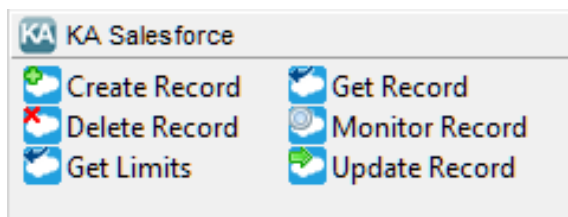
The Integration Pack delivers a range of re-usable objects to automate IT functions such as:

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 a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.
Find out more at http://www.kelverion.com

Cloud & Hybrid Automation Experts