

Salesforce Connector

	Supported versions : Salesforce Developer Edition Supported Synchronization Options: <i>Accounts, Contacts, Products, Orders, Cases</i>
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Salesforce API Settings

In order to use our connector with Salesforce, our platform needs to authenticate itself by using OAuth2 (Client ID and Client Secret). This can be done by creating Connected App in Salesforce.

Activating the Salesforce Connector

The activation of the integration connector can be done from BSS Setup. For creating a new Salesforce instance, you must navigate to **BSS > Setup > System Options > Systems Setup** and select the **Activate** action for the Salesforce connector. You will be asked to set a unique name for the new instance that will be created.

Salesforce - Supported Push and Pull Methods

This page explains which are the Push and Pull methods supported by Salesforce connector. Push are the methods where interworks.cloud platform sends information to Salesforce and pull are the methods where we get information from Salesforce. For each method the data transformation schema is explained.

	Push			Pull	
	Create	Update	Delete	Create	Update
Account	✓	✓		✓	✓
Contact	✓	✓		✓	✓
Product	✓	✓			
Product Price	✓	✓			
Orders	✓	✓			
Order Items	✓	✓			
Cases	✓	✓		✓	✓

Customizing and Testing the Salesforce Connector

If you want to extend or amend the out-of-the-box functionality that is offered from our Salesforce connector, you can do so from the "**edit integration**" page. The extensions you can do is to change the mapping between the interworks.cloud and Salesforce entities, or to implement new push and pull methods that are not currently supported from our connector.