

# Salesforce Integration Adapter Datasheet



## A SNEAK PEEK

**Kovair Salesforce Integration Adapter** connects Salesforce application or custom force.com applications users to other on-premise or cloud applications like Issue Management and HelpDesk applications, such as JIRA, Remedy, ServiceNow and ClearQuest. Salesforce artifacts like cases and tickets become accessible in real time and the Support personnel are always aware about ticket/case progress.



## BENEFITS & FEATURES

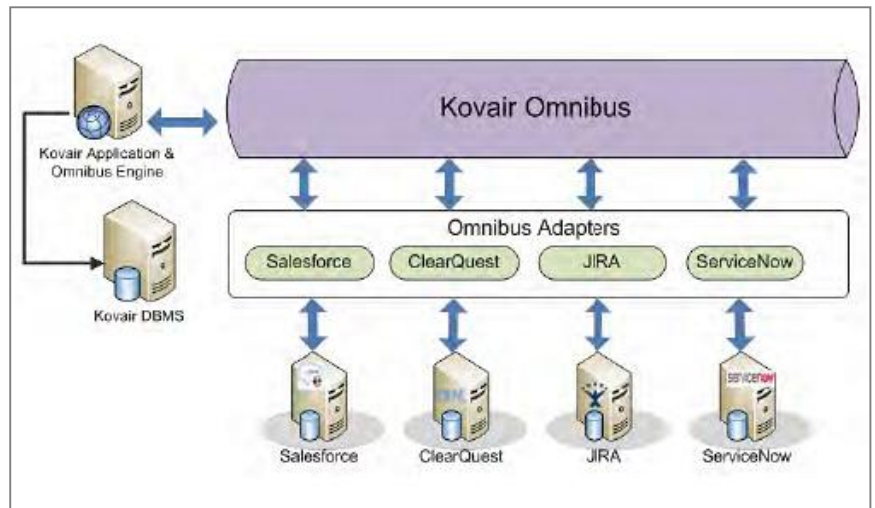
- ❖ Allows you to process cases and tickets in Salesforce through automated workflows in other integrated ALM tools like JIRA and ClearQuest.
- ❖ Allows Salesforce users to obtain real-time status of their issues that are pending with their IT service providers, without having to leave their familiar Salesforce interface.
- ❖ Helps the Support Team provide faster, better support to customers.
- ❖ Establishes bi-directional synchronization between Salesforce and other integrated tools.
- ❖ Ensures cross-tool traceability and visibility.
- ❖ All SFDC elements like standard objects, custom objects, fields and relationships can be exposed.
- ❖ Bi-directional synchronization of Salesforce artifacts like Cases and Tickets with artifacts in other tools.

## OVERVIEW

Salesforce is an online, web-based CRM service from Salesforce.com (SFDC) that captures and organizes communications and information from current or prospective customers of a company. Since CRM is an area of concern for Software Development companies as well, it is beneficial to have Salesforce integrated with other tools in the development chain. Salesforce has evolved over the years and now it provides the force.com platform where customers can create and maintain their own applications.

## KOVAIR SALESFORCE INTEGRATION ADAPTER

'Kovair Salesforce Integration Adapter' allow customers to connect their Salesforce application or custom force.com applications to other on-premise or cloud applications like Issue Management and HelpDesk applications, such as JIRA, Remedy, ServiceNow and ClearQuest. Once Salesforce is connected with these Issue Management and HelpDesk applications, Salesforce artifacts like cases and tickets become accessible to these applications. Also, the integration is bi-directional, hence the updates are synchronized back to Salesforce in real time and the Support personnel are always aware about ticket/case progress. The integration between Salesforce and other tools is achieved by means of Kovair's vendor-neutral ALM platform — Kovair Omnibus Integration Platform — and tool-specific adapters, as shown in the following figure:



**Fig:** Integrating Salesforce with tools like JIRA, ClearQuest, ServiceNow through Kovair Omnibus

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## (contd.)

- ❖ Codeless integration with provision for dynamic mapping of fields.
- ❖ Easy-to-use interface for initial and subsequent configurations of the integration environment.



## SYSTEM REQUIREMENTS

### ❖ Operating Systems:

**Windows 2008 Server**  
**Windows 2008 Server R2 Server**

### ❖ Databases:

**SQL Server 2008 or Higher**  
**Version,**

### ❖ IIS: **IIS 7.0 or Higher**

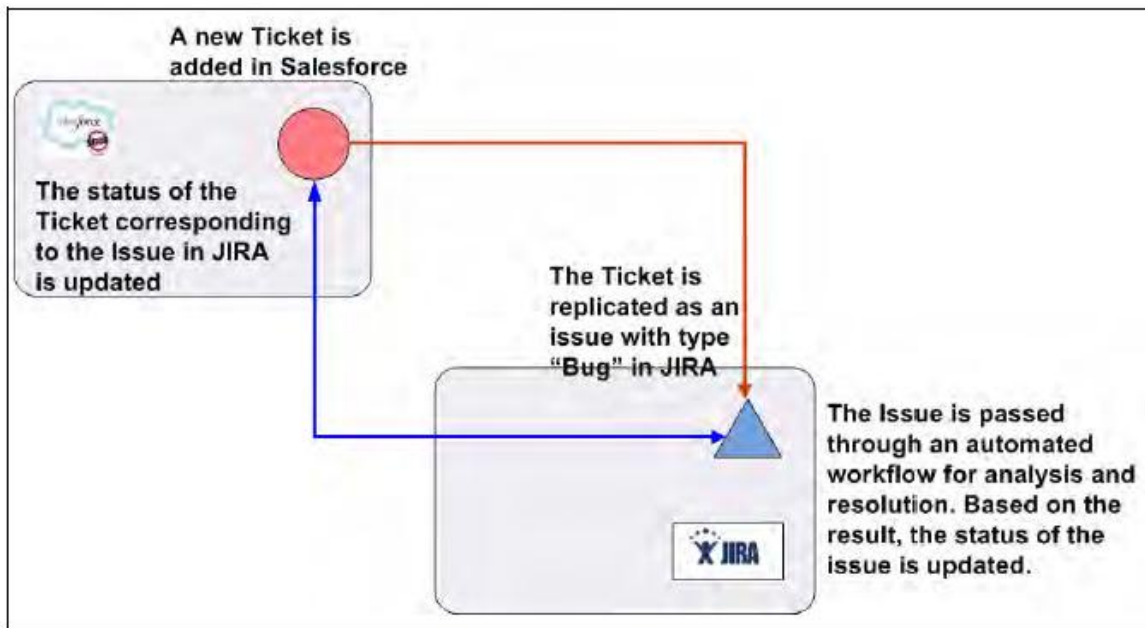
### ❖ .Net Framework: **4.0 or Higher**

## WHY INTEGRATE SALESFORCE WITH KOVAIR

- **ALM-CRM Convergence** - While Sales and Support staff manage customer interactions everyday with CRM tools like Salesforce, Development and Testing teams use ALM tools to perform their duties. Kovair Salesforce Integration Adapter by integrating Salesforce with ALM Tools ensures seamless data flow across the cycle: Sales-Services-Development-Testing-Deployment-Support.
- **Defect Management** - Support staff can submit cases and tickets in Salesforce and have these cases/tickets enter as defects directly into the development backlogs and using search and match capabilities, can quickly detect if the Development/Testing team is already aware of defect, thereby reducing redundancies and remaining up to date.
- **Enhanced Collaboration** - By integrating Salesforce with multi-vendor ALM and ITSM tools like Remedy and JIRA, Kovair Salesforce Integration Adapter improves collaboration between Development and Customer Support teams. Customer support personnel can quickly submit defects reported by customers and keep the customers updated about the development status of these defects.
- **Data Collection and Reporting** - Salesforce integration enables collection of actionable metrics and intelligence. This data can be used to produce reports and dashboards using Kovair's reporting feature.
- **Release Management** - When Salesforce is integrated into the ALM system, Support staff can quickly fetch a list of all Salesforce cases resolved in a Release and update the customers accordingly.
- **Customer Satisfaction** - The Development teams can prioritize and fix issues based on customers' importance and Sales & Support Staff can keep the customers updated about their ticket status and expedite the issue resolution process which can be extremely valuable when trying to satisfy existing customers and win new business.
- **Traceability & Visibility** - Salesforce users have complete visibility into customer cases and tickets because of integration with Salesforce with the Issue Tracking systems that are in turn connected to other development tools through Kovair Omnibus. Issues can be traced back to the customers in Salesforce; prioritized as per the business scenarios; and fixed using Development tools.
- **The Cloud Advantage** - Kovair's Salesforce integration allows customers to integrate their Salesforce applications to other cloud based systems in their ecosystem.

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### Example of Salesforce Integration



### Salesforce-JIRA Integration

As shown in the above example, you can integrate the cloud-based application Salesforce with on-premise application (JIRA) so that Tickets in Salesforce are replicated as Issues in JIRA and then passed through automated workflow for Issue Analysis and Resolution. Accordingly, the status and priority of the Issue is updated in JIRA. All the modifications to the Issue in JIRA are replicated in the corresponding Ticket in Salesforce.

**Note:** The adapter as developed and offered by Kovair follows the subject tool's standard specifications. Any deviations from the tool's typical use pattern may not have been anticipated in our off-the-shelf product. For any customization or special configuration needs, please contact Kovair Sales - [sales@kovair.com](mailto:sales@kovair.com)

**Kovair Software Inc.:** Kovair is a California based software product company specializing in the domain of Application Lifecycle Management (ALM). Kovair's focus on integrating third party best-of-breed ALM tools enables creation of applications in a synchronized tools environment.

#### US Office

2410 Camino Ramon, STE 230  
 San Ramon, CA 94583  
 Support: 1.408.262.0200 Extn. 2100  
 Sales: 1.408.262.0200 Extn. 1  
 Email: [sales@kovair.com](mailto:sales@kovair.com)

#### India Office

PTI Building - 6th Floor, DP-9, Sector - V  
 Salt Lake City, Kolkata - 700091, India  
 Support: 1.408.262.0200 Extn. 2100  
 Sales & Marketing: 91-33-4065 7016/17 Extn. 107  
 Email: [sales@kovair.com](mailto:sales@kovair.com)