



Salesforce Service Cloud: Synchronization Policies PowerPack

Release Notes Version 100

Overview

Version 100 of the "Salesforce Service Cloud: Synchronization Policies" PowerPack is the initial version of the PowerPack. This PowerPack introduces an example credential, six run book automation policies, and six run Book action policies.

This document covers the following topics:

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Before You Install

Ensure that you are running version 11.2.0 or later of SL1 before installing "Salesforce Service Cloud: Synchronization Policies" PowerPack version 100.

NOTE: For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).

Installation Process

To install this PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page on the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

Features

This release includes the following features:

- An example SOAP/XML credential that you can use as a template to send information to PowerFlow.

- Six automation policies that you can configure to update Salesforce when a user responds to cases or incidents in SL1:
 - Salesforce Service Cloud: Acknowledge Case
 - Salesforce Service Cloud: Acknowledge Incident
 - Salesforce Service Cloud: Resolve Case
 - Salesforce Service Cloud: Resolve Incident
 - Salesforce Service Cloud: Trigger Case
 - Salesforce Service Cloud: Trigger Incident
- Six action policies that integrate with Salesforce to automatically update SL1 events and Salesforce cases or incidents:
 - Salesforce Service Cloud: Acknowledge Case
 - Salesforce Service Cloud: Acknowledge Incident
 - Salesforce Service Cloud: Resolve Case
 - Salesforce Service Cloud: Resolve Incident
 - Salesforce Service Cloud: Trigger Case
 - Salesforce Service Cloud: Trigger Incident

Known Issues

This release has no known issues.

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