



Salesforce Service Cloud SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "Salesforce Service Cloud" SyncPack provides a bidirectional integration between SL1 events and Salesforce cases or incidents.

This SyncPack uses the "Salesforce Service Cloud: Synchronization Policies" PowerPack.

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Features Included in this Release

The following applications are included in this SyncPack:

- **Bulk Resolve SL1 Events From Salesforce.** This application resolves SL1 events that were resolved by corresponding Salesforce cases.
- **Bulk Resolve SL1 Events From Salesforce Cases.** This application resolves SL1 events that were resolved by corresponding Salesforce incidents.
- **Create Salesforce Case.** This application collects event information from SL1 and creates a case in Salesforce.
- **Create Salesforce Incident.** This application collects event information from SL1 and creates an incident in Salesforce.
- **Get Acknowledged Salesforce Cases And Update SL1 Event.** This application collects acknowledged case data from Salesforce and updates the corresponding SL1 event.
- **Get Acknowledged Salesforce Incidents And Update SL1 Event.** This application collects acknowledged incident data from Salesforce and updates the corresponding SL1 event.
- **Pass Acknowledged Details From SL1 To Salesforce Case.** This application collects acknowledged incident data from Salesforce and updates the corresponding case.
- **Pass Acknowledged Details From SL1 To Salesforce Incident.** This application collects acknowledged event data from SL1 and updates the corresponding Salesforce incidents.
- **Resolve Salesforce Case.** This application resolves Salesforce cases that were resolved by corresponding SL1 events.
- **Resolve Salesforce Incident.** This application resolves Salesforce incidents that were resolved by corresponding SL1 events.

The following configuration object is included in the SyncPack:

- **Base Salesforce Configuration.** This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system. The configuration object includes the following:
 - Details for connecting to the SL1, including the host, username, and password.
 - Details for connecting to Salesforce, including the client ID, client secret, username, and password.
 - Details for connecting events and cases or incidents between SL1 and Salesforce including options to populate the external URL, define the default acknowledging user, and resolving an SL1 event from Salesforce.
 - Details for customizing templates.

The following steps are included in this SyncPack:

- Create Bulk SL1 Payloads Including SF Email
- Fetch Cases From Salesforce
- Fetch Incidents From Salesforce
- Fetch Resolved Cases From Salesforce
- Fetch Resolved Incidents From Salesforce
- Get Event Details And Create Salesforce Case
- Get Event Details And Create Salesforce Incident
- Pass Acknowledgment From SL1 to Salesforce
- Pass Case Resolution From SL1 to Salesforce
- Post Event Update to SL1

TIP: To view the latest manuals for the SL1 PowerFlow Platform, see the [SL1 PowerFlow](#) page. To view the latest release notes for PowerFlow, see [SL1 PowerFlow Release Notes](#).

System Requirements

This release of the SyncPack requires:

- SL1 PowerFlow platform version 2.4.0 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- "Base Steps" SyncPack version 1.3.2 or later.
- "Salesforce Service Cloud: Synchronization Policies" PowerPack version 100 or later.
- A Salesforce Developer account.

The following table lists the port access required by the PowerFlow platform and this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Salesforce API	Any	TCP 443	Salesforce API Access
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

Installing the SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support site.

To locate and download the SyncPack:

1. Go to the ScienceLogic Support site at <https://support.sciencelogic.com/s/>.
2. Click the **[Product Downloads]** tab and select *PowerPacks*.
3. In the **Search PowerPacks** field, search for this SyncPack and select it from the search results. The **Release Version** page appears.
4. On the **[Files]** tab, click the down arrow next to the SyncPack version that you want to install, and select *Show File Details*. The **Release File Details** page appears.
5. Click the **[Download File]** button to download the .zip file containing the SyncPack.

After you download a SyncPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a **.whl** file to the **Import SyncPack** page.
3. Click **[Import]**. PowerFlow registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.

NOTE: You cannot edit the content package in a SyncPack published by ScienceLogic. You must make a copy of a ScienceLogic SyncPack and save your changes to the new SyncPack to prevent overwriting any information in the original SyncPack when upgrading.

To activate and install a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page, click the **[Actions]** button (⋮) for the SyncPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

NOTE: If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

TIP: If you do not see the PowerPack that you want to install, click the Filter icon (≡) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

2. Click **[Yes]** to confirm the activation and installation. When the SyncPack is activated, the **SyncPacks** page displays a green check mark icon for that SyncPack. If the activation or installation failed, then a red exclamation mark icon appears.
3. For more information about the activation and installation process, click the check mark icon or the exclamation mark icon in the **Activated** column for that SyncPack. For a successful installation, the "Activate & Install SyncPack" PowerFlow application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

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