



CTX-Salesforce User Guide

Contents

CTX-Salesforce User Guide	1
Contents.....	2
Preface	5
About this Manual	5
Audience	5
Related Material.....	5
Abbreviations used in this Document	5
Versions	6
1.1 Document Revisions	6
1.2 Module Versions.....	6
Requirements.....	7
Integration	8
Integration with Third-Party Systems.....	8
Integration with Existing Infrastructure.....	8
2 Object Management Subtasks	9
2.1 CSA>Create-Salesforce-Account	9
2.1.1 Overview	9
2.1.2 Input variables	9
2.1.3 Output variables	11
2.2 CSC>Create-Salesforce-Case	11
2.2.1 Overview	11
2.2.2 Input variables	11
2.2.3 Output variables	12
2.3 CSL>Create-Salesforce-Lead	12
2.3.1 Overview	12
2.3.2 Input variables	12
2.3.3 Output variables	13
2.4 CSO>Create-Salesforce-Opportunity	13
2.4.1 Overview	13
2.4.2 Input variables	13
2.4.3 Output variables	14
2.5 DSA>Delete-Salesforce-Account	15
2.5.1 Overview	15
2.5.2 Input variables	15
2.5.3 Output variables	15
2.6 DSC>Delete-Salesforce-Case	15
2.6.1 Overview	15
2.6.2 Input variables	15
2.6.3 Output variables	15
2.7 DSF>Delete-Salesforce-Opportunity	15
2.7.1 Overview	15
2.7.2 Input variables	15
2.7.3 Output variables	16
2.8 DSL>Delete-Salesforce-Lead	16
2.8.1 Overview	16

2.8.2	Input variables	16
2.8.3	Output variables	16
2.9	GSAD-Get-Salesforce-Account-Details	16
2.9.1	Overview	16
2.9.2	Input variables	16
2.9.3	Output variables	16
2.10	GSCD-Get-Salesforce-Case-Details.....	17
2.10.1	Overview	17
2.10.2	Input variables	17
2.10.3	Output variables	17
2.11	GSLD-Get-Salesforce-Lead-Details.....	17
2.11.1	Overview	17
2.11.2	Input variables	17
2.11.3	Output variables	17
2.12	GSOD-Get-Salesforce-Opportunity-Details	17
2.12.1	Overview	17
2.12.2	Input variables	17
2.12.3	Output variables	18
2.13	QSA-Query-Salesforce-Accounts.....	18
2.13.1	Overview	18
2.13.2	Input variables	18
2.13.3	Output variables	20
2.14	QSC-Query-Salesforce-Cases.....	20
2.14.1	Overview	20
2.14.2	Input variables	20
2.14.3	Output variables	21
2.15	QSL-Query-Salesforce-Leads.....	21
2.15.1	Overview	21
2.15.2	Input variables	22
2.15.3	Output variables	23
2.16	QSO-Query-Salesforce-Opportunities	23
2.16.1	Overview	23
2.16.2	Input variables	23
2.16.3	Output variables	24
2.17	USA-Update-Salesforce-Account	25
2.17.1	Overview	25
2.17.2	Input variables	25
2.17.3	Output variables	26
2.18	USC-Update-Salesforce-Case	26
2.18.1	Overview	26
2.18.2	Input variables	27
2.18.3	Output variables	27
2.19	USL-Update-Salesforce-Lead	27
2.19.1	Overview	27
2.19.2	Input variables	27
2.19.3	Output variables	29
2.20	USO-Update-Salesforce-Opportunity	29
2.20.1	Overview	29
2.20.2	Input variables	29

2.20.3	Output variables	30
3	Attachment Management Subtasks	31
3.1	GSOA-Get-Salesforce-Object-Attachments	31
3.1.1	Overview	31
3.1.2	Input variables	31
3.1.3	Output variables	31
3.2	DSOA-Download-Salesforce-Object-Attachment	31
3.2.1	Overview	31
3.2.2	Input variables	31
3.2.3	Output variables	32
4	Miscellaneous Subtasks	33
4.1	GSCD-Get-Salesforce-Connection-Details	33
4.1.1	Overview	33
4.1.2	Input variables	33
4.1.3	Output variables	33
4.2	GSAC-Generic-Salesforce-API-Call	33
4.2.1	Overview	33
4.2.2	Input variables	33
4.2.3	Output variables	34

Preface

About this Manual

The User Guide is designed to give an overview of the CTX-Salesforce module.

Audience

This document is designed for people interested in the CTX-Salesforce module

Related Material

Document
CTX-Salesforce Deployment Plan
CTX-Salesforce.studiopkg

Abbreviations used in this Document

None.

Versions

1.1 Document Revisions

The following revisions have been made to this document.

Date	Revision	Notes
07/06/2019	1.0	First Draft

1.2 Module Versions

The updates have been made to this module, starting with the most recent.

Module Version	Release Date	Comments
1.0	07/06/2019	Creation of: <ul style="list-style-type: none"> • CSA-Create-Salesforce-Account • CSC-Create-Salesforce-Case • CSL-Create-Salesforce-Lead • CSO-Create-Salesforce-Opportunity • DSA-Delete-Salesforce-Account • DSC-Delete-Salesforce-Case • DSF-Delete-Salesforce-Opportunity • DSL-Delete-Salesforce-Lead • DSOA-Download-Salesforce-Object-Attachment • GSAC-Generic-Salesforce-API-Call • GSAD-Get-Salesforce-Account-Details • GSCD-Get-Salesforce-Case-Details • GSCD-Get-Salesforce-Connection-Details • GSLD-Get-Salesforce-Lead-Details • GSOA-Get-Salesforce-Object-Attachments • GSOD-Get-Salesforce-Opportunity-Details • QSA-Query-Salesforce-Accounts • QSC-Query-Salesforce-Cases • QSL-Query-Salesforce-Leads • QSO-Query-Salesforce-Opportunities • USA-Update-Salesforce-Account • USC-Update-Salesforce-Case • USL-Update-Salesforce-Lead • USO-Update-Salesforce-Opportunity

Requirements

This document details all the items required to use the CTX-Salesforce module.

Requirements:

- An instance of Salesforce Spring '19 or later
- Cortex connectivity to this instance
- A minimum of Cortex v6.5 installed on the Cortex Server
- A minimum of PowerShell v5 installed on the Cortex Server

Integration

Integration with Third-Party Systems

The subtasks included in this module interact with the Salesforce Instance using the Force.com sObject Resources REST API v37.0. A subtask, GSCD-Get-Salesforce-Connection-Details, has been included that enables the user to return connection details to be passed to all other subtasks. See Section 3 of the CTX-Salesforce Deployment Plan for more details.

PowerShell v5 is used for the REST call to download an object's attachments. Since Salesforce returns the raw binary data of an attachment it is necessary to immediately write it to a file rather than pass it into Cortex.

Integration with Existing Infrastructure

None required.

2 Object Management Subtasks

The subtasks in this section enable the user to create, update, get details of, delete, and query each of the following Salesforce objects

- Accounts
- Cases
- Opportunities
- Leads

2.1 CSA-Create-Salesforce-Account

2.1.1 Overview

Creates an account in Salesforce

2.1.2 Input variables

Name	Type	Comments
CSA_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
CSA_i_Name	Text	Required, name of the account. Maximum size is 255 characters.
CSA_i_Fax	Text	Fax number for the account.
CSA_i_Type	Text	Type of account, for example, Customer, Competitor, or Partner.
CSA_i_Phone	Text	Phone number for this account. Maximum size is 40 characters.
CSA_i_Jigsaw	Text	References the ID of a company in Data.com. If an account has a value in this field, it means that the account was imported from Data.com. If the field value is null, the account was not imported from Data.com. Maximum size is 20 characters.
CSA_i_Owner-Id	Text	The ID of the user who currently owns this account. Default value is the user who's credentials were used to create the Connection-Details.
CSA_i_SIC-Description	Text	A brief description of an organization's line of business, based on its SIC code. Maximum length is 80 characters.
CSA_i_Website	Text	The website of this account. Maximum of 255 characters.
CSA_i_Industry	Text	An industry associated with this account. Maximum size is 40 characters.
CSA_i_Parent-Id	Text	ID of the parent object, if any.
CSA_i_Billing-City	Text	Details for the billing address of this account. Maximum size is 40 characters.
CSA_i_Description	Text	Text description of the account. Limited to 32,000 KB.

CSA_i_Billing-State	Text	Details for the billing address of this account. Maximum size is 80 characters.
CSA_i_Shipping-City	Text	Details of the shipping address for this account. City maximum size is 40 characters
CSA_i_Account-Source	Text	The source of the account record. For example, Advertisement, Data.com, or Trade Show.
CSA_i_Annual-Revenue	Float	Estimated annual revenue of the account.
CSA_i_Billing-Street	Text	Street address for the billing address of this account.
CSA_i_Shipping-State	Text	Details of the shipping address for this account. State maximum size is 80 characters.
CSA_i_Billing-Country	Text	Details for the billing address of this account. Maximum size is 80 characters.
CSA_i_Shipping-Street	Text	The street address of the shipping address for this account. Maximum of 255 characters.
CSA_i_Billing-Latitude	Float	Used with BillingLongitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
CSA_i_Shipping-Country	Text	Details of the shipping address for this account. Country maximum size is 80 characters.
CSA_i_Billing-Longitude	Float	Used with BillingLatitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
CSA_i_Shipping-Latitude	Float	Used with ShippingLongitude to specify the precise geolocation of a shipping address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
CSA_i_Billing-Postal-Code	Text	Details for the billing address of this account. Maximum size is 20 characters.
CSA_i_Number-Of-Employees	Integer	Number of employees working at the company represented by this account. Maximum size is eight digits.
CSA_i_Shipping-Longitude	Text	Used with ShippingLatitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
CSA_i_Shipping-Postal-Code	Text	Details of the shipping address for this account. Postal code maximum size is 20 characters.
CSA_i_Billing-Geocode-Accuracy	Text	Accuracy level of the geocode for the billing address.
CSA_i_Shipping-Geocode-Accuracy	Text	Accuracy level of the geocode for the shipping address.

2.1.3 Output variables

Name	Type	Comments
CSA_o_Create-Result	Structure	Contains if the creation was successful, the id of the created account and a list of any errors that occurred.

2.2 CSC-Create-Salesforce-Case

2.2.1 Overview

Creates a case in Salesforce

2.2.2 Input variables

Name	Type	Comments
CSC_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
CSC_i_Type	Text	The type of case, such as Feature Request or Question.
CSC_i_Origin	Text	The source of the case, such as Email, Phone, or Web. Label is Case Origin.
CSC_i_Reason	Text	The reason why the case was created, such as Instructions not clear, or User didn't attend training.
CSC_i_Status	Text	The status of the case, such as "New," "Closed," or "Escalated." This field directly controls the IsClosed flag. Each predefined Status value implies an IsClosed flag value. For more information, see CaseStatus.
CSC_i_Owner-Id	Text	ID of the contact who owns the case.
CSC_i_Subject	Text	The subject of the case. Limit: 255 characters.
CSC_i_Parent-Id	Text	The ID of the parent case in the hierarchy.
CSC_i_Priority	Text	The importance or urgency of the case, such as High, Medium, or Low.
CSC_i_Account-Id	Text	ID of the account associated with this case.
CSC_i_Contact-Id	Text	ID of the associated Contact.
CSC_i_Description	Text	A text description of the case. Limit: 32 KB.
CSC_i_Is-Escalated	Boolean	Indicates whether the case has been escalated (true) or not. A case's escalated state does not affect how you can use a case, or whether you can query, delete, or update it.
CSC_i_Supplied-Name	Text	The name that was entered when the case was created. This field can't be updated after the case has been created.
CSC_i_Supplied-Email	Text	The email address that was entered when the case was created. This field can't be updated after the case has been created. Label is Email. If your organization has an active auto-response rule, SuppliedEmail is required when creating a case via the API. Auto-response rules use the email in the contact specified by ContactId. If no

		email address is in the contact record, the email specified here is used.
CSC_i_Supplied-Phone	Text	The phone number that was entered when the case was created. This field can't be updated after the case has been created.
CSC_i_Supplied-Company	Text	The company name that was entered when the case was created. This field can't be updated after the case has been created.

2.2.3 Output variables

Name	Type	Comments
CSC_o_Create-Result	Structure	Contains details of if the creation was successful, the id of the created case and a list of any errors that occurred.

2.3 CSL-Create-Salesforce-Lead

2.3.1 Overview

<No description found>

2.3.2 Input variables

Name	Type	Comments
CSL_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
CSL_i_Company	Text	Required. Company of the lead. If person account record types have been enabled, and if the value of Company is null, the lead converts to a person account.
CSL_i_Last-Name	Text	Required. Last name of the lead. Limited to 80 characters.
CSL_i_City	Text	City for the address of the lead.
CSL_i_Email	Text	Email address for the lead.
CSL_i_Phone	Text	Phone number for the lead.
CSL_i_State	Text	State for the address of the lead.
CSL_i_Title	Text	Title for the lead, for example CFO or CEO.
CSL_i_Jigsaw	Text	References the ID of a contact in Data.com. If a lead has a value in this field, it means that a contact was imported as a lead from Data.com. If the contact (converted to a lead) was not imported from Data.com, the field value is null. Maximum size is 20 characters.
CSL_i_Rating	Text	Rating of the lead.
CSL_i_Status	Text	Status code for this converted lead.
CSL_i_Street	Text	Street number and name for the address of the lead.
CSL_i_Country	Text	Country for the address of the lead.
CSL_i_Owner-Id	Text	ID of the owner of the lead.

CSL_i_Website	Text	Website for the lead.
CSL_i_Industry	Text	Industry the lead works in.
CSL_i_Latitude	Float	Used with Longitude to specify the precise geolocation of an address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
CSL_i_First-Name	Text	First name of the lead. Limited to 40 characters.
CSL_i_Longitude	Float	Used with Latitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
CSL_i_Lead-Source	Text	Source from which the lead was obtained.
CSL_i_Postal-Code	Text	Postal code for the address of the lead.
CSL_i_Salutation	Text	Salutation for the lead.
CSL_i_Description	Text	Description of the lead.
CSL_i_Annual-Revenue	Float	Annual revenue for the company of the lead.
CSL_i_Geocode-Accuracy	Text	Accuracy level of the geocode for the address on this object.
CSL_i_Is-Unread-By-Owner	Text	If true, lead has been assigned, but not yet viewed.
CSL_i_Email-Bounced-Date	Text	If bounce management is activated and an email sent to the lead bounced, the date and time the bounce occurred.
CSL_i_Number-Of-Employees	Integer	Number of employees at the lead's company. Label is Employees.
CSL_i_Email-Bounced-Reason	Text	If bounce management is activated and an email sent to the lead bounced, the reason the bounce occurred.

2.3.3 Output variables

Name	Type	Comments
CSL_o_Create-Result	Structure	Contains details of if the creation was successful, the id of the created case and a list of any errors that occurred.

2.4 CSO-Create-Salesforce-Opportunity

2.4.1 Overview

Creates an opportunity in Salesforce

2.4.2 Input variables

Name	Type	Comments
CSO_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
CSO_i_Name	Text	Required. A name for this opportunity. Limit: 120 characters.

CSO_i_Close-Date	Text	Required. Date when the opportunity is expected to close.
CSO_i_Stage-Name	Text	Required. Current stage of this record. The StageName field controls several other fields on an opportunity. Each of the fields can be directly set or implied by changing the StageName field. If the StageName is updated, then the ForecastCategoryName, IsClosed, IsWon, and Probability are automatically updated based on the stage-category mapping.
CSO_i_AccountID	Text	ID of the account associated with this opportunity.
CSO_i_Type	Text	Type of opportunity. For example, Existing Business or New Business.
CSO_i_Amount	Text	Estimated total sale amount. For opportunities with products, the amount is the sum of the related products. Any attempt to update this field, if the record has products, will be ignored. The update call will not be rejected, and other fields will be updated as specified, but the Amount will be unchanged.
CSO_i_Owner-Id	Text	ID of the User who has been assigned to work this opportunity. If you update this field, the previous owner's access becomes Read Only or the access specified in your organization-wide default for opportunities, whichever is greater.
CSO_i_Next-Step	Text	Description of next task in closing opportunity. Limit: 255 characters.
CSO_i_Campaign-Id	Text	ID of a related Campaign. This field is defined only for those organizations that have the campaign feature Campaigns enabled. The User must have read access rights to the cross-referenced Campaign object in order to create or update that campaign into this field on the opportunity.
CSO_i_Lead-Source	Text	Source of this opportunity, such as Advertisement or Trade Show.
CSO_i_Description	Text	Text description of the opportunity. Limit: 32,000 characters.
CSO_i_Probability	Text	Percentage of estimated confidence in closing the opportunity. It is implied, but not directly controlled, by the StageName field. You can override this field to a different value than what is implied by the StageName.

2.4.3 Output variables

Name	Type	Comments
CSO_o_Create-Result	Structure	Contains details of if the creation was successful, the id of the created case and a list of any errors that occurred.

2.5 DSA-Delete-Salesforce-Account

2.5.1 Overview

Deletes an account from Salesforce

2.5.2 Input variables

Name	Type	Comments
DSA_i_Id	Text	The ID of the account to delete
DSA_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.5.3 Output variables

Name	Type	Comments
DSA_o_details	Structure	Contains details of if the deletion was successful and a list of any errors that occurred.

2.6 DSC-Delete-Salesforce-Case

2.6.1 Overview

Deletes a case from Salesforce

2.6.2 Input variables

Name	Type	Comments
DSC_i_Id	Text	The ID of the case to delete
DSC_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.6.3 Output variables

Name	Type	Comments
DSC_o_details	Structure	Contains details of if the deletion was successful and a list of any errors that occurred.

2.7 DSF-Delete-Salesforce-Opportunity

2.7.1 Overview

Deletes an opportunity from Salesforce

2.7.2 Input variables

Name	Type	Comments
DSO_i_Id	Text	The ID of the opportunity to delete

DSO_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
--------------------------	-----------	--

2.7.3 Output variables

Name	Type	Comments
DSO_o_details	Structure	Contains details of if the deletion was successful and a list of any errors that occurred.

2.8 DSL-Delete-Salesforce-Lead

2.8.1 Overview

Deletes a lead from Salesforce

2.8.2 Input variables

Name	Type	Comments
DSL_i_Id	Text	The ID of the lead to delete
DSL_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.8.3 Output variables

Name	Type	Comments
DSL_o_details	Structure	Contains details of if the deletion was successful and a list of any errors that occurred.

2.9 GSAD-Get-Salesforce-Account-Details

2.9.1 Overview

Returns details of a Salesforce account

2.9.2 Input variables

Name	Type	Comments
GSAD_i_accountid	Text	Id of the account about which details are being returned
GSAD_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.9.3 Output variables

Name	Type	Comments
GSAD_o_account-details	Structure	Details of the provided account

2.10 GSCD-Get-Salesforce-Case-Details

2.10.1 Overview

Returns details of a Salesforce case

2.10.2 Input variables

Name	Type	Comments
GSCD_i_Case-Id	Text	Id of the case about which details are being returned
GSCD_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.10.3 Output variables

Name	Type	Comments
GSCD_o_Case-Details	Structure	Details of the provided case

2.11 GSLD-Get-Salesforce-Lead-Details

2.11.1 Overview

Returns details of a Salesforce lead

2.11.2 Input variables

Name	Type	Comments
GSLD_i_Lead-ID	Text	Id of the lead about which details are being returned
GSLD_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

2.11.3 Output variables

Name	Type	Comments
GSLD_o_Lead-Details	Structure	Details of the provided lead

2.12 GSOD-Get-Salesforce-Opportunity-Details

2.12.1 Overview

Returns details of a Salesforce opportunity

2.12.2 Input variables

Name	Type	Comments
GSOD_i_opptid	Text	Id of the opportunity about which details are being returned

GSOD_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
---------------------------	-----------	--

2.12.3 Output variables

Name	Type	Comments
GSOD_o_oppt-details	Structure	Details of the provided opportunity

2.13 QSA-Query-Salesforce-Accounts

2.13.1 Overview

Runs a SOQL query to return all accounts satisfying user defined constraints. For example, if QSA_i_Return-Fields is defined as 'AccountId, Name, Phone', QSA_i_Industry as 'Software' and QSA_i_Billing-City as 'London', then the following query is run:

```
SELECT Id, Name, Phone
FROM Account
WHERE Industry = 'Software' AND City = 'London'
```

i.e. it returns the Id, the name and the phone number associated with the accounts of every software company in London with an account in the Salesforce instance.

2.13.2 Input variables

Name	Type	Comments
QSA_i_Connection-Details	Structure	Required, contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
QSA_i_Return-Fields	Text	Required, the fields to be returned by the query
QSA_i_Account-Id	Text	The Id of the account
QSA_i_Name	Text	Name of the account. Maximum size is 255 characters.
QSA_i_Fax	Text	Fax number for the account.
QSA_i_Type	Text	Type of account, for example, Customer, Competitor, or Partner.
QSA_i_Phone	Text	Phone number for this account. Maximum size is 40 characters.
QSA_i_Jigsaw	Text	References the ID of a company in Data.com. If an account has a value in this field, it means that the account was imported from Data.com. If the field value is null, the account was not imported from Data.com. Maximum size is 20 characters.
QSA_i_Owner-Id	Text	The ID of the user who currently owns this account. Default value is the user who's credentials were used to create the Connection-Details.

QSA_i_SIC-Description	Text	A brief description of an organization's line of business, based on its SIC code. Maximum length is 80 characters.
QSA_i_Website	Text	The website of this account. Maximum of 255 characters.
QSA_i_Industry	Text	An industry associated with this account. Maximum size is 40 characters.
QSA_i_Parent-Id	Text	ID of the parent object, if any.
QSA_i_Billing-City	Text	Details for the billing address of this account. Maximum size is 40 characters.
QSA_i_Description	Text	Text description of the account. Limited to 32,000 KB.
QSA_i_Billing-State	Text	Details for the billing address of this account. Maximum size is 80 characters.
QSA_i_Shipping-City	Text	Details of the shipping address for this account. City maximum size is 40 characters
QSA_i_Account-Source	Text	The source of the account record. For example, Advertisement, Data.com, or Trade Show.
QSA_i_Annual-Revenue	Float	Estimated annual revenue of the account.
QSA_i_Billing-Street	Text	Street address for the billing address of this account.
QSA_i_Shipping-State	Text	Details of the shipping address for this account. State maximum size is 80 characters.
QSA_i_Billing-Country	Text	Details for the billing address of this account. Maximum size is 80 characters.
QSA_i_Shipping-Street	Text	The street address of the shipping address for this account. Maximum of 255 characters.
QSA_i_Billing-Latitude	Float	Used with BillingLongitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
QSA_i_Shipping-Country	Text	Details of the shipping address for this account. Country maximum size is 80 characters.
QSA_i_Billing-Longitude	Float	Used with BillingLatitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
QSA_i_Shipping-Latitude	Float	Used with ShippingLongitude to specify the precise geolocation of a shipping address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
QSA_i_Billing-Postal-Code	Text	Details for the billing address of this account. Maximum size is 20 characters.
QSA_i_Number-Of-Employees	Integer	Number of employees working at the company represented by this account. Maximum size is eight digits.

QSA_i_Shipping-Longitude	Text	Used with ShippingLatitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
QSA_i_Shipping-Postal-Code	Text	Details of the shipping address for this account. Postal code maximum size is 20 characters.
QSA_i_Billing-Geocode-Accuracy	Text	Accuracy level of the geocode for the billing address.
QSA_i_Shipping-Geocode-Accuracy	Text	Accuracy level of the geocode for the shipping address.

2.13.3 Output variables

Name	Type	Comments
QSA_o_Query-Result	Structure	Contains if the query was successful, the number of records and the records found.

2.14 QSC-Query-Salesforce-Cases

2.14.1 Overview

Runs a SOQL query to return all cases satisfying user defined constraints. For example, if QSC_i_Return-Fields is defined as 'caseId, type, reason', QSC_i_Status as 'Open - Contacted' and QSC_i_Priority as 'High', then the following query is run:

```
SELECT Id, type, reason
FROM case
WHERE Status = 'Open - Contacted' AND Priority = 'High'
```

i.e. it returns the Id, the type and the reason associated with the cases of every high priority open case in the Salesforce instance.

2.14.2 Input variables

Name	Type	Comments
QSC_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
QSC_i_Return-Fields	Text	Required, the fields to be returned by the query
QSC_i_Case-Id	Text	The id of the case
QSC_i_Type	Text	The type of case, such as Feature Request or Question.
QSC_i-Origin	Text	The source of the case, such as Email, Phone, or Web. Label is Case Origin.
QSC_i_Reason	Text	The reason why the case was created, such as Instructions not clear, or User didn't attend training.
QSC_i_Status	Text	The status of the case, such as "New," "Closed," or "Escalated." This field directly controls the IsClosed

		flag. Each predefined Status value implies an IsClosed flag value. For more information, see CaseStatus.
QSC_i_Owner-Id	Text	ID of the contact who owns the case.
QSC_i_Subject	Text	The subject of the case. Limit: 255 characters.
QSC_i_Parent-Id	Text	The ID of the parent case in the hierarchy.
QSC_i_Priority	Text	The importance or urgency of the case, such as High, Medium, or Low.
QSC_i_Account-Id	Text	ID of the account associated with this case.
QSC_i_Contact-Id	Text	ID of the associated Contact.
QSC_i_Description	Text	A text description of the case. Limit: 32 KB.
QSC_i_Is-Escalated	Boolean	Indicates whether the case has been escalated (true) or not. A case's escalated state does not affect how you can use a case, or whether you can query, delete, or update it.
QSC_i_Supplied-Name	Text	The name that was entered when the case was created. This field can't be updated after the case has been created. Label is Name.
QSC_i_Supplied-Email	Text	The email address that was entered when the case was created. This field can't be updated after the case has been created. Label is Email. If your organization has an active auto-response rule, SuppliedEmail is required when creating a case via the API. Auto-response rules use the email in the contact specified by ContactId. If no email address is in the contact record, the email specified here is used.
QSC_i_Supplied-Phone	Text	The phone number that was entered when the case was created. This field can't be updated after the case has been created. Label is Phone.
QSC_i_Supplied-Company	Text	The company name that was entered when the case was created. This field can't be updated after the case has been created. Label is Company.

2.14.3 Output variables

Name	Type	Comments
QSC_o_Query-Result	Structure	Contains if the query was successful, the number of records and the records found.

2.15 QSL-Query-Salesforce-Leads

2.15.1 Overview

Runs a SOQL query to return all leads satisfying user defined constraints. For example, if QSL_i_Return-Fields is defined as 'leadId, company, lastName', QSL_i_Status as 'Working - Contacted' and QSL_i_City as 'London', then the following query is run:

```
SELECT Id, company, lastName
FROM lead
WHERE Status = 'Working - Contacted' AND City = 'London'
```

i.e. it returns the Id, the company and the surname associated with every lead in the Salesforce instance that has been contacted in London.

2.15.2 Input variables

Name	Type	Comments
QSL_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
QSL_i_Return-Fields	Text	Required, the fields to be returned by the query
QSL_i_Lead-Id	Text	The Id of the lead
QSL_i_Company	Text	Required. Company of the lead. If person account record types have been enabled, and if the value of Company is null, the lead converts to a person account.
QSL_i_Last-Name	Text	Required. Last name of the lead. Limited to 80 characters.
QSL_i_City	Text	City for the address of the lead.
QSL_i_Email	Text	Email address for the lead.
QSL_i_Phone	Text	Phone number for the lead.
QSL_i_State	Text	State for the address of the lead.
QSL_i_Title	Text	Title for the lead, for example CFO or CEO.
QSL_i_Jigsaw	Text	References the ID of a contact in Data.com. If a lead has a value in this field, it means that a contact was imported as a lead from Data.com. If the contact (converted to a lead) was not imported from Data.com, the field value is null. Maximum size is 20 characters.
QSL_i_Rating	Text	Rating of the lead.
QSL_i_Status	Text	Status code for this converted lead.
QSL_i_Street	Text	Street number and name for the address of the lead.
QSL_i_Country	Text	Country for the address of the lead.
QSL_i_Owner-Id	Text	ID of the owner of the lead.
QSL_i_Website	Text	Website for the lead.
QSL_i_Industry	Text	Industry the lead works in.
QSL_i_Latitude	Float	Used with Longitude to specify the precise geolocation of an address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
QSL_i_First-Name	Text	First name of the lead. Limited to 40 characters.
QSL_i_Longitude	Float	Used with Latitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
QSL_i_Lead-Source	Text	Source from which the lead was obtained.
QSL_i_Postal-Code	Text	Postal code for the address of the lead.

QSL_i_Salutation	Text	Salutation for the lead.
QSL_i_Description	Text	Description of the lead.
QSL_i_Annual-Revenue	Float	Annual revenue for the company of the lead.
QSL_i_Geocode-Accuracy	Text	Accuracy level of the geocode for the address on this object.
QSL_i_Is-Unread-By-Owner	Text	If true, lead has been assigned, but not yet viewed.
QSL_i_Email-Bounced-Date	Text	If bounce management is activated and an email sent to the lead bounced, the date and time the bounce occurred.
QSL_i_Number-Of-Employees	Integer	Number of employees at the lead's company. Label is Employees.
QSL_i__Email-Bounced-Reason	Text	If bounce management is activated and an email sent to the lead bounced, the reason the bounce occurred.

2.15.3 Output variables

Name	Type	Comments
QSL_o_Query-Result	Structure	Contains if the query was successful, the number of records and the records found.

2.16 QSO-Query-Salesforce-Opportunities

2.16.1 Overview

Runs a SOQL query to return all opportunities satisfying user defined constraints. For example, if QSO_i_Return-Fields is defined as 'OpportunityId, Name, AccountId', QSO_i_Stage-Name as 'New' and QSO_i_Next-Step as 'NULL', then the following query is run:

```
SELECT Id, Name, AccountID
FROM opportunity
WHERE StageName = 'New' AND NextStep = NULL
```

i.e. it returns the Id, the name and user account associated with every opportunity in the Salesforce instance that has been newly created and has no next step.

2.16.2 Input variables

Name	Type	Comments
QSO_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
QSO_i_Return-Fields	Text	The fields to be returned by the query
QSO_i_Opportunity-Id	Text	The id of the opportunity
QSO_i_Name	Text	Required. A name for this opportunity. Limit: 120 characters.

QSO_i_Close-Date	Text	Required. Date when the opportunity is expected to close.
QSO_i_Stage-Name	Text	Required. Current stage of this record. The StageName field controls several other fields on an opportunity. Each of the fields can be directly set or implied by changing the StageName field. If the StageName is updated, then the ForecastCategoryName, IsClosed, IsWon, and Probability are automatically updated based on the stage-category mapping.
QSO_i_AccountID	Text	ID of the account associated with this opportunity.
QSO_i_Type	Text	Type of opportunity. For example, Existing Business or New Business.
QSO_i_Amount	Text	Estimated total sale amount. For opportunities with products, the amount is the sum of the related products. Any attempt to update this field, if the record has products, will be ignored. The update call will not be rejected, and other fields will be updated as specified, but the Amount will be unchanged.
QSO_i_Owner-Id	Text	ID of the User who has been assigned to work this opportunity. If you update this field, the previous owner's access becomes Read Only or the access specified in your organization-wide default for opportunities, whichever is greater.
QSO_i_Next-Step	Text	Description of next task in closing opportunity. Limit: 255 characters.
QSO_i_Campaign-Id	Text	ID of a related Campaign. This field is defined only for those organizations that have the campaign feature Campaigns enabled. The User must have read access rights to the cross-referenced Campaign object in order to create or update that campaign into this field on the opportunity.
QSO_i_Lead-Source	Text	Source of this opportunity, such as Advertisement or Trade Show.
QSO_i_Description	Text	Text description of the opportunity. Limit: 32,000 characters.
QSO_i_Probability	Text	Percentage of estimated confidence in closing the opportunity. It is implied, but not directly controlled, by the StageName field. You can override this field to a different value than what is implied by the StageName.

2.16.3 Output variables

Name	Type	Comments
QSO_o_Query-Result	Structure	Contains if the query was successful, the number of records and the records found.

2.17 USA-Update-Salesforce-Account

2.17.1 Overview

Updates an existing account in Salesforce with the provided details

2.17.2 Input variables

Name	Type	Comments
USA_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
USA_i_Account-Id	Text	The Id of the account
USA_i_Name	Text	Required, name of the account. Maximum size is 255 characters.
USA_i_Fax	Text	Fax number for the account.
USA_i_Type	Text	Type of account, for example, Customer, Competitor, or Partner.
USA_i_Phone	Text	Phone number for this account. Maximum size is 40 characters.
USA_i_Jigsaw	Text	References the ID of a company in Data.com. If an account has a value in this field, it means that the account was imported from Data.com. If the field value is null, the account was not imported from Data.com. Maximum size is 20 characters.
USA_i_Owner-Id	Text	The ID of the user who currently owns this account. Default value is the user who's credentials where used to create the Connection-Details.
USA_i_SIC-Description	Text	A brief description of an organization's line of business, based on its SIC code. Maximum length is 80 characters.
USA_i_Website	Text	The website of this account. Maximum of 255 characters.
USA_i_Industry	Text	An industry associated with this account. Maximum size is 40 characters.
USA_i_Parent-Id	Text	ID of the parent object, if any.
USA_i_Billing-City	Text	Details for the billing address of this account. Maximum size is 40 characters.
USA_i_Description	Text	Text description of the account. Limited to 32,000 KB.
USA_i_Billing-State	Text	Details for the billing address of this account. Maximum size is 80 characters.
USA_i_Shipping-City	Text	Details of the shipping address for this account. City maximum size is 40 characters
USA_i_Account-Source	Text	The source of the account record. For example, Advertisement, Data.com, or Trade Show.
USA_i_Annual-Revenue	Float	Estimated annual revenue of the account.

USA_i_Billing-Street	Text	Street address for the billing address of this account.
USA_i_Shipping-State	Text	Details of the shipping address for this account. State maximum size is 80 characters.
USA_i_Billing-Country	Text	Details for the billing address of this account. Maximum size is 80 characters.
USA_i_Shipping-Street	Text	The street address of the shipping address for this account. Maximum of 255 characters.
USA_i_Billing-Latitude	Float	Used with BillingLongitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
USA_i_Shipping-Country	Text	Details of the shipping address for this account. Country maximum size is 80 characters.
USA_i_Billing-Longitude	Float	Used with BillingLatitude to specify the precise geolocation of a billing address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
USA_i_Shipping-Latitude	Float	Used with ShippingLongitude to specify the precise geolocation of a shipping address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
USA_i_Billing-Postal-Code	Text	Details for the billing address of this account. Maximum size is 20 characters.
USA_i_Number-Of-Employees	Integer	Number of employees working at the company represented by this account. Maximum size is eight digits.
USA_i_Shipping-Longitude	Text	Used with ShippingLatitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
USA_i_Shipping-Postal-Code	Text	Details of the shipping address for this account. Postal code maximum size is 20 characters.
USA_i_Billing-Geocode-Accuracy	Text	Accuracy level of the geocode for the billing address.
USA_i_Shipping-Geocode-Accuracy	Text	Accuracy level of the geocode for the shipping address.

2.17.3 Output variables

Name	Type	Comments
USA_o_Update-Result	Structure	Contains details of if the update was a success and any errors that occurred

2.18 USC-Update-Salesforce-Case

2.18.1 Overview

Updates an existing case in Salesforce with the provided details

2.18.2 Input variables

Name	Type	Comments
USC_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
USC_i_Case-Id	Text	The id of the case
USC_i_Type	Text	The type of case, such as Feature Request or Question.
USC_i_Origin	Text	The source of the case, such as Email, Phone, or Web. Label is Case Origin.
USC_i_Reason	Text	The reason why the case was created, such as Instructions not clear, or User didn't attend training.
USC_i_Status	Text	The status of the case, such as "New," "Closed," or "Escalated." This field directly controls the IsClosed flag. Each predefined Status value implies an IsClosed flag value. For more information, see CaseStatus.
USC_i_Owner-Id	Text	ID of the contact who owns the case.
USC_i_Subject	Text	The subject of the case. Limit: 255 characters.
USC_i_Parent-Id	Text	The ID of the parent case in the hierarchy.
USC_i_Priority	Text	The importance or urgency of the case, such as High, Medium, or Low.
USC_i_Account-Id	Text	ID of the account associated with this case.
USC_i_Contact-Id	Text	ID of the associated Contact.
USC_i_Description	Text	A text description of the case. Limit: 32 KB.
USC_i_Is-Escalated	Boolean	Indicates whether the case has been escalated (true) or not. A case's escalated state does not affect how you can use a case, or whether you can query, delete, or update it.
USC_i_Supplied-Name	Text	The name that was entered when the case was created. This field can't be updated after the case has been created. Label is Name.

2.18.3 Output variables

Name	Type	Comments
USC_o_Update-Result	Structure	Contains details of if the update was a success and any errors that occurred

2.19 USL-Update-Salesforce-Lead

2.19.1 Overview

Updates an existing lead in Salesforce with the provided details

2.19.2 Input variables

Name	Type	Comments
------	------	----------

USL_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
USL_i_Lead-Id	Text	The Id of the lead
USL_i_Company	Text	Required. Company of the lead. If person account record types have been enabled, and if the value of Company is null, the lead converts to a person account.
USL_i_Last-Name	Text	Required. Last name of the lead. Limited to 80 characters.
USL_i_City	Text	City for the address of the lead.
USL_i_Email	Text	Email address for the lead.
USL_i_Phone	Text	Phone number for the lead.
USL_i_State	Text	State for the address of the lead.
USL_i_Title	Text	Title for the lead, for example CFO or CEO.
USL_i_Jigsaw	Text	References the ID of a contact in Data.com. If a lead has a value in this field, it means that a contact was imported as a lead from Data.com. If the contact (converted to a lead) was not imported from Data.com, the field value is null. Maximum size is 20 characters.
USL_i_Rating	Text	Rating of the lead.
USL_i_Status	Text	Status code for this converted lead.
USL_i_Street	Text	Street number and name for the address of the lead.
USL_i_Country	Text	Country for the address of the lead.
USL_i_Owner-Id	Text	ID of the owner of the lead.
USL_i_Website	Text	Website for the lead.
USL_i_Industry	Text	Industry the lead works in.
USL_i_Latitude	Float	Used with Longitude to specify the precise geolocation of an address. Acceptable values are numbers between -90 and 90 with up to 15 decimal places.
USL_i_First-Name	Text	First name of the lead. Limited to 40 characters.
USL_i_Longitude	Float	Used with Latitude to specify the precise geolocation of an address. Acceptable values are numbers between -180 and 180 with up to 15 decimal places.
USL_i_Lead-Source	Text	Source from which the lead was obtained.
USL_i_Postal-Code	Text	Postal code for the address of the lead.
USL_i_Salutation	Text	Salutation for the lead.
USL_i_Description	Text	Description of the lead.
USL_i_Annual-Revenue	Float	Annual revenue for the company of the lead.
USL_i_Geocode-Accuracy	Text	Accuracy level of the geocode for the address on this object.

USL_i_Is-Unread-By-Owner	Text	If true, lead has been assigned, but not yet viewed.
USL_i_Email-Bounced-Date	Text	If bounce management is activated and an email sent to the lead bounced, the date and time the bounce occurred.
USL_i_Number-Of-Employees	Integer	Number of employees at the lead's company. Label is Employees.
USL_i_Email-Bounced-Reason	Text	If bounce management is activated and an email sent to the lead bounced, the reason the bounce occurred.

2.19.3 Output variables

Name	Type	Comments
USL_o_Update-Result	Structure	Contains details of if the update was a success and any errors that occurred

2.20 USO-Update-Salesforce-Opportunity

2.20.1 Overview

Updates an existing opportunity in salesforce with the provided details

2.20.2 Input variables

Name	Type	Comments
USO_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
USO_i_Opportunity-Id	Text	The id of the opportunity
USO_i_Name	Text	Required. A name for this opportunity. Limit: 120 characters.
USO_i_Close-Date	Text	Required. Date when the opportunity is expected to close.
USO_i_Stage-Name	Text	Required. Current stage of this record. The StageName field controls several other fields on an opportunity. Each of the fields can be directly set or implied by changing the StageName field. If the StageName is updated, then the ForecastCategoryName, IsClosed, IsWon, and Probability are automatically updated based on the stage-category mapping.
USO_i_AccountID	Text	ID of the account associated with this opportunity.
USO_i_Type	Text	Type of opportunity. For example, Existing Business or New Business.
USO_i_Amount	Text	Estimated total sale amount. For opportunities with products, the amount is the sum of the related products. Any attempt to update this field, if the record has products, will be ignored. The update call will not

		be rejected, and other fields will be updated as specified, but the Amount will be unchanged.
USO_i_Owner-Id	Text	ID of the User who has been assigned to work this opportunity. If you update this field, the previous owner's access becomes Read Only or the access specified in your organization-wide default for opportunities, whichever is greater.
USO_i_Next-Step	Text	Description of next task in closing opportunity. Limit: 255 characters.
USO_i_Campaign-Id	Text	ID of a related Campaign. This field is defined only for those organizations that have the campaign feature Campaigns enabled. The User must have read access rights to the cross-referenced Campaign object in order to create or update that campaign into this field on the opportunity.
USO_i_Lead-Source	Text	Source of this opportunity, such as Advertisement or Trade Show.
USO_i_Description	Text	Text description of the opportunity. Limit: 32,000 characters.
USO_i_Probability	Text	Percentage of estimated confidence in closing the opportunity. It is implied, but not directly controlled, by the StageName field. You can override this field to a different value than what is implied by the StageName.

2.20.3 Output variables

Name	Type	Comments
USO_o_Update-Result	Structure	Contains details of if the update was a success and any errors that occurred

3 Attachment Management Subtasks

The following subtasks enable to user to download attachments of the following Salesforce objects.

- Accounts
- Cases
- Opportunities
- Leads

3.1 GSOA-Get-Salesforce-Object-Attachments

3.1.1 Overview

Returns the details of the attachments of an account, a case, a lead or an opportunity

3.1.2 Input variables

Name	Type	Comments
GSOA_i_objid	Text	Id of the object to get attachments of
GSOA_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

3.1.3 Output variables

Name	Type	Comments
GSOA_o_attachments	Structure	Details of the attachments of the object

3.2 DSOA-Download-Salesforce-Object-Attachment

3.2.1 Overview

Downloads an attachment associated with an object

3.2.2 Input variables

Name	Type	Comments
DSOA_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.
DSOA_i_body-url	Text	<p>Must take the value:</p> <p>'/services/data/v37.0/objects/<object type>/<object id>/Body'</p> <p>where:</p> <ul style="list-style-type: none"> • <object type> is 'account', 'case', 'opportunity' or 'lead'. • <object id> is the id of the account, case, opportunity or lead that the attachment to download is associated with.

DSOA_i_Filename	Text	Name of the downloaded file
DSOA_i_Target-Location	Text	Location to which we are saving the downloaded file

3.2.3 Output variables

Name	Type	Comments
DSOA_o_Attachment-Details	Structure	Contains details of if the download was a success and if so the location of the file.

4 Miscellaneous Subtasks

The following subtasks have miscellaneous purposes but are essential for the module's behaviour.

4.1 GSCD-Get-Salesforce-Connection-Details

4.1.1 Overview

Generates the Connection-Details structure that should be passed to all other subtasks, see Section 3.2 of the CTX-Salesforce Deployment Plan for details of credentials to be recorded once Cortex is registered as a connected app in Salesforce.

4.1.2 Input variables

Name	Type	Comments
GSCD_i_Auth-Uri	Text	The uri to get authentication from, e.g. https://login.salesforce.com/services/oauth2/token
GSCD_i_Client-Id	Text	The client ID of the desired Salesforce instance
GSCD_i_Client-Secret	Text	The client secret of the desired Salesforce instance
GSCD_i_Username	Text	A user with permissions to make the desired changes to the Salesforce instance
GSCD_i_Password	Text	The password associated with the above user
GSCD_i_Security-Token	Text	OAuth2 Security token allowing access, sent by email from Salesforce upon request
GSCD_i_Grant-Type	Text	OAuth2 grant type, 'Password' is recommended

4.1.3 Output variables

Name	Type	Comments
GSCD_o_Details	Structure	Contains the Salesforce instance url/security token/etc. This should be provided as an input to all other subtasks

4.2 GSAC-Generic-Salesforce-API-Call

4.2.1 Overview

Sends a custom API call using Force.com REST API sObject Resources v37.0. This subtask is used by all others that interact with Salesforce objects. It is not recommended to use it directly unless the user is experienced using this module.

For more information on the API endpoints available, click [here](#).

4.2.2 Input variables

Name	Type	Comments
GSAC_i_json-data	Text	The body of the api call, in JSON format.

GSAC_i_retrieve-element	Text	Required, must take the value 'subjects/<Object>', where, <Object> is 'Case', 'Lead', 'Account' or 'Opportunity'.
GSAC_i_API-Method	Text	Required, The REST method. Get, post, delete, put and describe are supported
GSAC_i_url-element	Text	The object that is the focus of the API call, e.g. a Case ID or an SOQL query.
GSAC_i_Get-Attachment	Text	'True' if the API call is to download an attachment, 'False' otherwise
GSAC_i_Attachment-Name	Text	Required if GSAC_i_Get-Attachment is 'true', The file name of the attachment, including file extension. E.g. 'Report.xlsx'
GSAC_i_Attachment-Target-Location	Text	Required if GSAC_i_Get-Attachment is 'true', The file location to where the attachment is being downloaded.
GSAC_i_Connection-Details	Structure	Contains the Salesforce instance url/security token/etc. The GSCD-Get-Salesforce-Connection-Details subtask should be used to generate this.

4.2.3 Output variables

Name	Type	Comments
GSAC_o_is-error	Integer	'1' if there was an error, '0' otherwise.
GSAC_o_json-result	Structure	The response from the server, converted from JSON form.