

# Salesforce Implementation

ABC Software Company

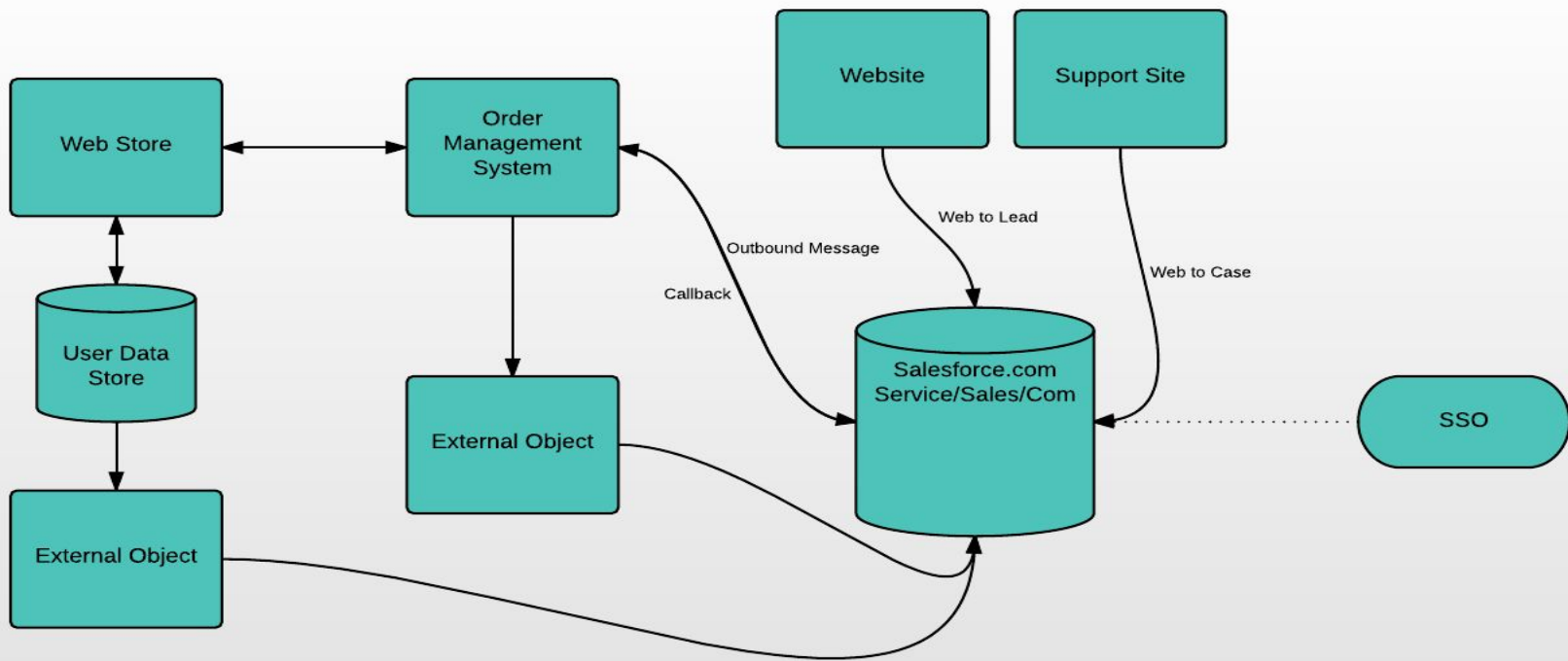
# Content

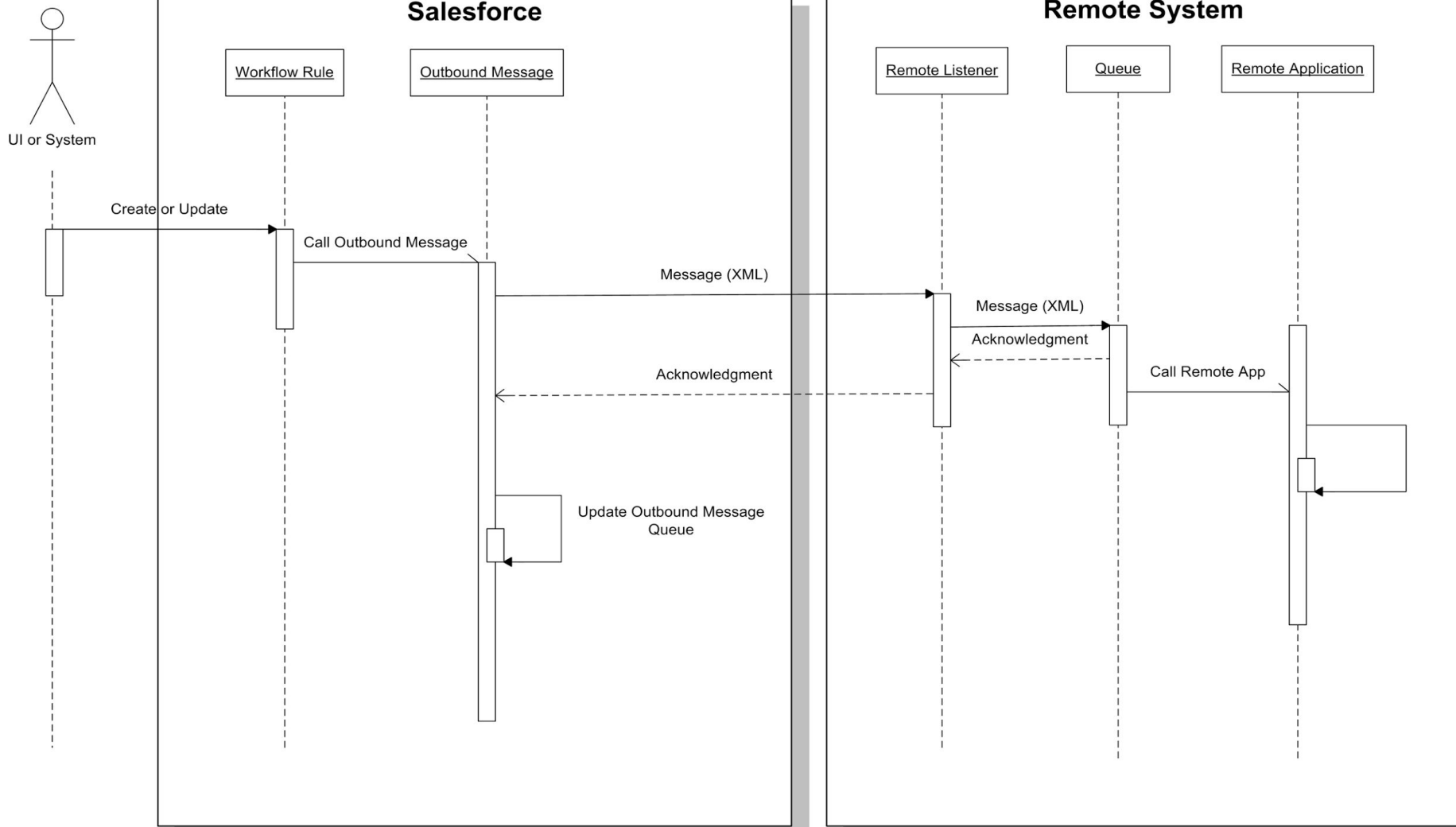
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Supplemental documentation and code examples:

<https://github.com/SalesforceSFDC/Accenture>

# Proposed Architecture





# Salesforce Connect

- You have a large amount of data that you don't want to copy into your Salesforce org.
- You need small amounts of data at any one time.
- You need real-time access to the latest data.
- You store your data in the cloud or in a back-office system, but want to display or process that data in your Salesforce org.
- Salesforce Connect maps data tables in external systems to external objects in your org.



Business\_Partner

1000000

[Customize Page](#) | [Edit Layout](#) | [Help for this Page](#) ?[Accounts \[1\]](#) | [Sales\\_Orders \[2\]](#)**Business\_Partner Detail**

Business_Partner_ID	1,000,000
City	Munich
Company_Name	EcoTech
Country	Germany
Currency_Code	EUR
Email_Address	<a href="mailto:robert.stamps@trainingorg-echotech-germany.com">robert.stamps@trainingorg-echotech-germany.com</a>
Fax	49-00-88766-0
Website	<a href="http://www.Ecotech.net">http://www.Ecotech.net</a>

**Accounts****1**[New Account](#)

Action	Account Name	Billing City	Phone
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Acme</a>	New York	(212) 555-5555

**Sales\_Orders****2**

Action	External ID	Sales_Order_ID	Customer_Name	Total_Sum	Currency
	<a href="#">500000</a>	50000000	EcoTech	26,581.03	EUR
	<a href="#">500009</a>	50000009	EcoTech	3,972.22	EUR

# Salesforce.com Licenses



# Salesforce.com Licenses

1. **Sales + Service Cloud (Enterprise)** - List Price = \$175/User/Month
2. **Community Cloud** - Enable customer self-service, extend business processes, and build deeper customer relationships
  - Customer Community - List Price = Pricing based on volume usage
  - Partner Community - List Price = Pricing based on volume usage
  - Employee Community - List Price = \$25/User/Month

# Salesforce.com Functionality and Customizations

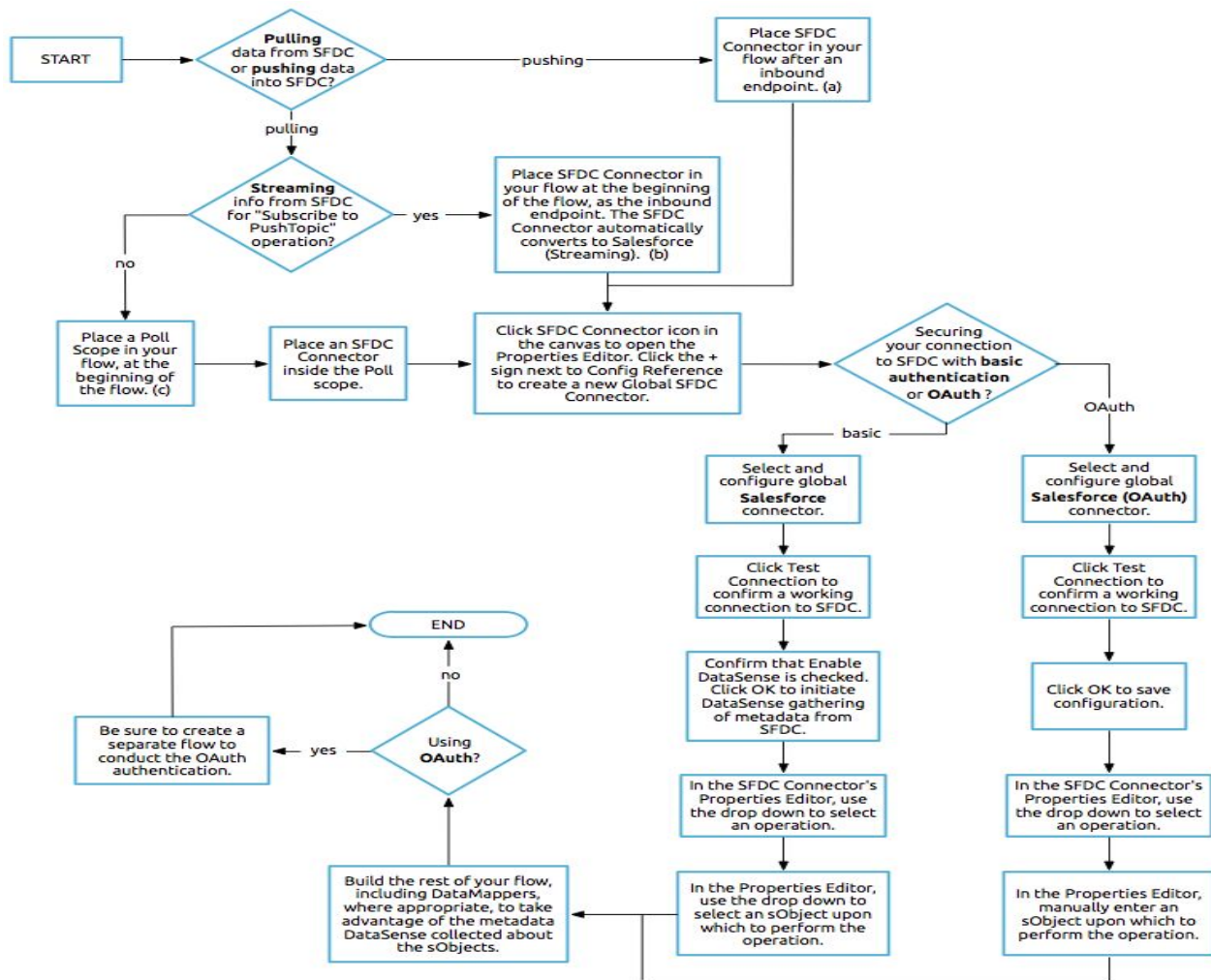
# Functionality and Customizations

- Web to Lead
- Web to Case
- External Objects
- Outbound Messages
- Workflow Rules
- Opportunity object (sales process)
- Assignment Rule (Installation Team vs Technical Support Team)
- SSO (Okta)
- Record Types - different business processes, picklist values, and page layouts to different users.

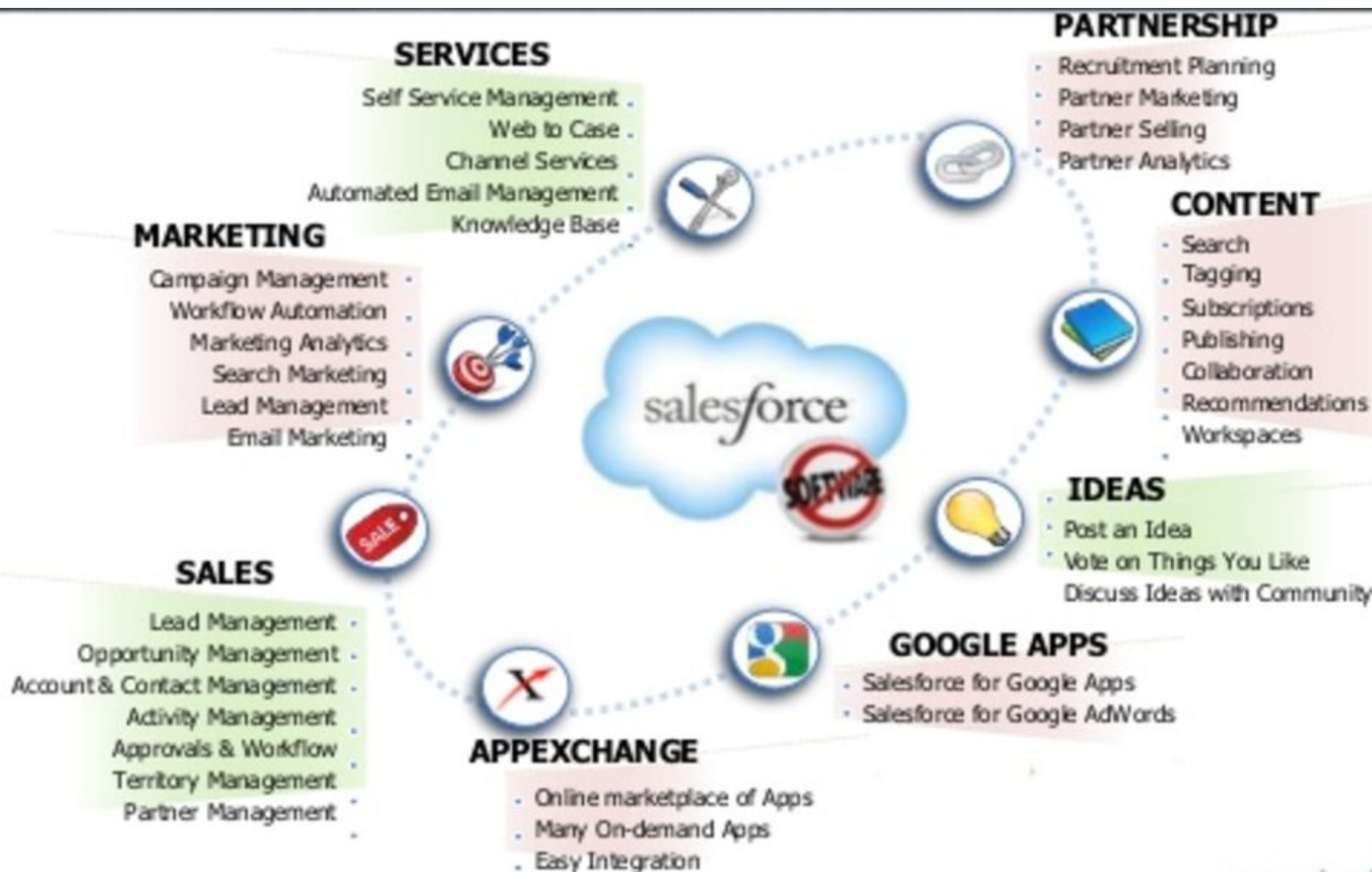
# Integration and Data Migration

# Integration and Data Migration

- Salesforce Connect (External Objects)
- Remote Process Invocation - Fire and Forget
- Outbound Messages
- Jitterbit Data Loader
- Mulesoft Dataloader.io
- Salesforce Import Wizard (50K record limit)
- Salesforce Data Loader (50K to 5M records)
- Talend Open Studio (ETL tool based on Eclipse IDE)



# Suggested Development Methodology





Q & A