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# Salesforce1 Platform API Services Guide

Version 2, September 2014

This book provides comprehensive information for all Salesforce APIs. Use this book to explore common scenarios that require using Salesforce APIs. Once you've learned which APIs fit your needs, you can use this guide to get detailed API overviews, examples, best practices, and more.

## **Salesforce1 Platform API Services Guide**

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# ABOUT THIS BOOK

This book provides a comprehensive tour of all the APIs in the Salesforce1 Platform. It's organized into the following parts.

- **Introduction** — overview of the Salesforce1 Platform and its key components: Force.com, Heroku, and ExactTarget Fuel
- **Force.com** — APIs and development tools for Force.com
- **Collaboration** — Chatter REST API
- **Mobile** — Mobile SDK, including all the developer tools for HTML5, iOS, and Android
- **Marketing Cloud** — APIs for ExactTarget, Radian6, and Pardot
- **Service Cloud** — APIs for Desk.com, Live Agent, Open CTI, and the Console Integration Toolkit

After reading this book, you'll have a solid understanding of the features of the Salesforce1 Platform. Once you're ready to start development, consult the documentation for each individual API for technical details and reference information.



# INTRODUCTION

## CHAPTER 1 Introducing the Salesforce1 Platform

Mobile has become the new normal for staying connected in our personal and professional lives. We follow friends, update status feeds, check in at local businesses, collaborate with colleagues, email suppliers, and much more, all increasingly on the go. The successful businesses of the future must adapt to this mobile-first world today, embracing the freedom mobile provides to get things done regardless of where you are and what you are doing.

Consumer mobile apps in the enterprise have often lagged behind their desktop equivalents in functionality and adoption. IT departments don't typically have mobile expertise in house, and must allocate precious technical resources to keep pace with the demands of their current backlogs of projects. When they have delivered custom mobile apps, development cycles have been long, complicated, and expensive, and the results have failed to engage users as effectively as today's leading consumer-facing apps.

Salesforce1 solves the problems of lack of mobile specialists and lagging innovation with a revolutionary approach to app development for the social and mobile-first world. It delivers breakthrough productivity for all users by putting customers—employees, partners, consumers, and devices—at the center of everything, and making every employee a mobile developer. The result is an insanely fast, hyper-connected mobile solution with the potential to be as disruptive as Software as a Service. It's time to build the future today!

The Salesforce1 Platform gives organizations the freedom to innovate. Designed for scale, it provides open APIs for extensibility and integration as well as powerful developer tools; there's no limit to what developers can build. The Salesforce1 Platform's flexible development models enable every administrator or developer to create custom apps with a unique yet familiar mobile user experience, powered by mobile back-end services.

## Features of Salesforce1

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The Salesforce1 Platform is a mobile app development platform for everyone. It allows incredible freedom for ISVs, developers, administrators, and every user to innovate. This revolutionary approach to unlocking mobile app development for organizations is built for today's needs: mobile and social solutions, delivered in weeks or even days! Apps, driven by metadata, intelligently provide context to the user experience, delivering information-based mobile device features: responsive design, address fields plotted on maps, and phone numbers dialed with a simple tap, feed-centric workflows, and much more.

## Chapter 1 Introducing the Salesforce1 Platform

Business users and administrators can develop apps with clicks, not code, using powerful workflow rules, approval processes, databases, and dynamic user interfaces. Unlike other solutions, for which business users often created independent applications that gave IT little visibility over security, or reliability, Salesforce1 provides administrators the tools they need to centrally manage and govern apps without limiting businesses' ability to innovate.

There is no limit to what developers and ISVs can build using the platform's massive scalability, open APIs for extensibility and integration, and powerful developer tools. Salesforce1's flexible development models enable every user to create custom apps backed by mobile backend services and a unique, yet familiar, mobile user experience. ISVs developing on the Salesforce1 Platform can develop apps that take advantage of advanced packaged and version management controls, complete enterprise marketplace capabilities with the AppExchange, and feed-first discovery of their apps within the Salesforce1 Platform.

The Salesforce1 Platform brings together Force.com, Heroku, and ExactTarget Fuel into one incredibly powerful family of social, mobile, and cloud services—all built API first. Salesforce1 delivers the following capabilities.

### Social Data

The ability to share, follow, collaborate, and take business actions directly on data within the Salesforce1 app is at the core of the platform. Users can follow records and data with a single tap. They can be notified of changes in real time and collaborate directly within the record feed. This feed-based approach to working lets users focus on what's most important to them.

By treating data as social and as an important participant in business, Salesforce1 allows data to trigger workflows, share updates, and be part of the collaboration process with workers, teams, partners, and customers. The result is an unparalleled opportunity to create new business apps and processes for business productivity.

### Declarative and Programmatic Development

IT departments have struggled to keep pace with the level of change required for businesses to remain competitive. Too often, IT is resource-constrained because they must manage existing on-premise systems while at the same time recruiting and retaining professional developers, especially those with mobile application development experience.

Salesforce1 solves the problem of speed-to-delivery by providing intuitive drag-and-drop tools for storing and working with data, defining cloud-based logic with workflows, creating approval processes and formulas, and creating mobile-ready apps.

Professional developers can use the most popular open-source languages, tools, and standards to build completely custom apps and user interfaces. Unlike other platforms, Salesforce1 delivers a unique experience



where developers and administrators create apps on the same platform, eliminating the effort required to build complicated integration solutions.

### Action-Based App Model

Salesforce1 puts the customer at the center of the development process. Rather than requiring complicated development cycles, apps can be declared through actions: create an order, set a delivery date, select a route, and so on. Administrators can define default values for actions to streamline apps down to the click of a mouse or swipe of a finger.

Actions defined via the desktop are instantly available in context-sensitive menus on mobile devices. And, for developers building integrations with Salesforce1, actions are automatically enabled with RESTful endpoints capable of accepting either XML or JSON data envelopes.

### Connect to Everything with Open APIs

Salesforce provides the connectivity and flexibility to create apps that connect to everything using efficient and scalable APIs that perform over 1.3 billion transactions a day. Every object or data entity is instantly REST-enabled.

Our APIs include access to bulk APIs for data loading, social APIs for ubiquitous collaboration, cutting-edge streaming APIs to support push notification integrations, and metadata APIs that describe every aspect of your app and business such as permissions, data access policies, field types, and user experience.

To date, developers have built more than 500,000 apps on the platform. These apps connect to existing back-end systems, cloud platforms including Google, Facebook, and Twitter, and, in ever-increasing numbers, consumer devices such as refrigerators, cars, vending machines, and much more.

### Trusted Identity

Today's IT landscape consists of on-premises systems, internal processes, cloud providers, social networks, and mobile devices. The ability to have a single, simple identity to span these technology and business silos is a fundamental ingredient for business success and velocity for change. With over 7 billion logins a year, Salesforce1 provides a trusted identity hub that reaches beyond perimeter-based identity management solutions and leverages the social data and multi-tenant core of the platform.

Organizations can build solutions that leverage standards such as:

- SAML and delegated authentication to authenticate with on-premises systems
- OAuth for connecting to social and cloud platforms
- Connected app policies for app providers to connect to Salesforce as a trusted identity provider

Further, Salesforce1 supports easy-to-use, centralized policy-management tools for controlling record visibility across organizational units and disparate systems regardless of location.

# Key Business Use Cases

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The Salesforce1 Platform is designed to deliver customer benefits behind every app. It is API and mobile first, allowing every aspect to be extended and customized by all users, regardless of whether they work within lines of business, manage IT, or are looking to build an entire company and product. And every app is instantly mobile.

From an engineering perspective, Salesforce1 as a philosophy means:

- Every new feature must be designed for mobile first, and have an API for developers.
- User interfaces should be responsive and change dynamically depending on whether the app is running on a smartphone, tablet, or laptop.
- The user experience should change depending on device features. Address fields should leverage geo-location and provide maps, nearby information, and context. You should be able to click on a phone number to make a call.
- Apps should be personal. Your identity should drive the user interface by interacting with calendars, personal preferences, and usage history.
- The entire platform should grow with your needs, constantly delivering customer benefit for every app and every action.

Salesforce1 is a transformation, not a re-invention. We have invested years of effort in providing exactly what you expect from Salesforce—scale, trust, no software or hardware, and painless upgrades. If you're an existing customer with data, applications, custom logic or user interfaces built on Salesforce, this investment is now instantly mobile-aware. Tomorrow's leading businesses are those companies that get to the future first. Customers should not spend months or years building mobile apps. Salesforce1 delivers this mobile-first future now.

Salesforce1 is an enabler for business success. Developing with the Salesforce1 Platform is about delivering apps that customers benefit from. The business use cases in this guide describe the most common scenarios customers request to deliver the apps their employees, customers, and partners will love. Each scenario includes intended customer benefits, a high-level depiction of app architecture, and references to the recommended APIs and design strategies for success. Readers should use this section by starting with the questions, "What benefits to my customers or end users will this app provide? And how do I build it?"

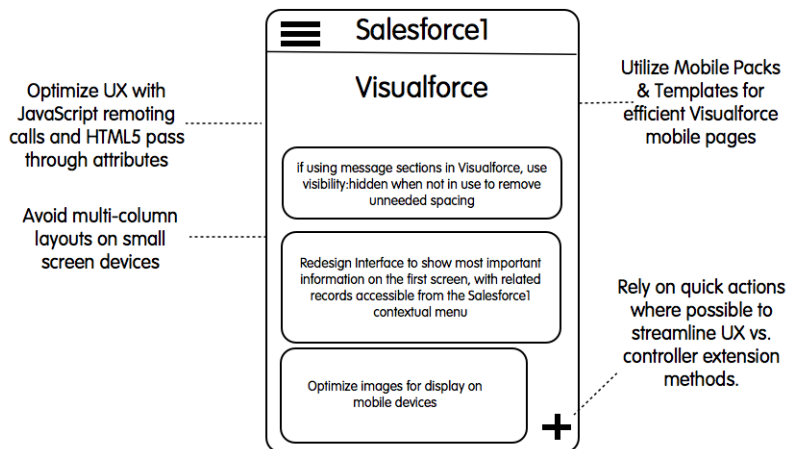
# Customize Salesforce Apps and Make Them Mobile

## Motivation

Many current Salesforce customers have existing apps and processes developed in Salesforce. Salesforce1 can be used to access all of this information instantly—no development is required.

## Strategy

Salesforce app development typically falls into two categories: those created with declarative tools that use the traditional Salesforce web interface, and those created with custom user interfaces and programmatic technologies, including Apex and Visualforce. Salesforce1 supports the rendering of both types of apps on mobile devices. However, depending on the level of user interface customization, developers may be required to modify Visualforce and Apex pages for optimal user experience. Specific attention should be given to complicated Visualforce pages designed for heavy data manipulation, and to graphic-intensive activity. Mobile Web page development requires optimizing data traffic and the user interface to make it intuitive for users on smaller screens.



## Getting Started

Start by performing an inventory of custom apps, Visualforce pages, and any business processes that take multiple steps/pages to complete. Rank potential candidates for optimization by frequency of use. If there are opportunities to eliminate steps by creating custom actions, prioritize these first.

Next, look for performance optimizations that do not require significant re-coding. Modern browsers such as Safari, Firefox, and Chrome include tools that let developers view the relative size and duration of HTTP requests for pages. Example quick-change candidates may be reducing the size of large image files, modifying pages to use server-side view state, and compressing non-optimized JavaScript libraries (look for JavaScript libraries ending with *-min* to identify compressed versions).

# Orchestrate Targeted Multi-Channel Marketing Campaigns

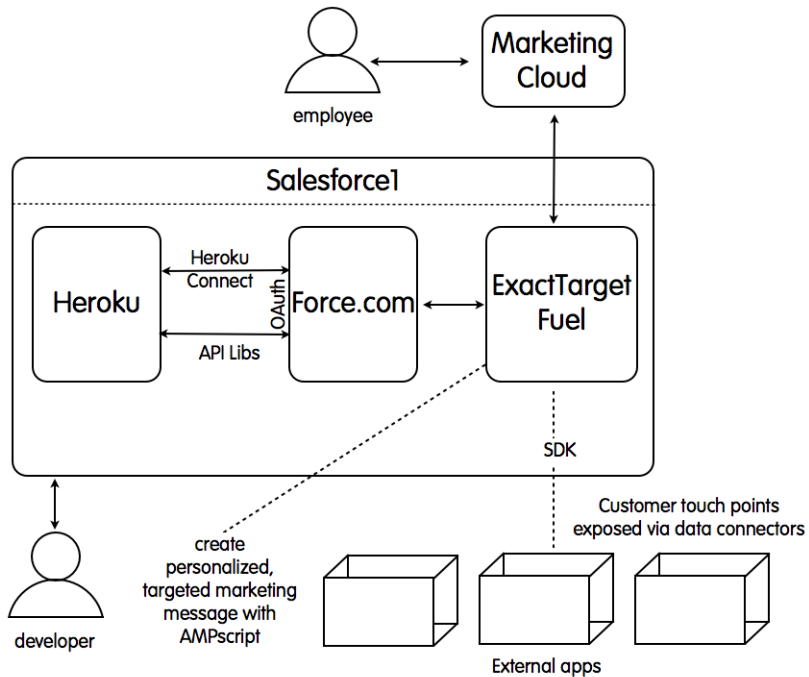
## Motivation

Your customers are inundated with messages of all types—email in the inbox, printed material in the mailbox, billboards on highways, and SMS and push messages on mobile devices. To be effective, your marketing campaigns have to stand out, to be highly-targeted and relevant. Highly-targeted, relevant communication is as much a technology problem as it is a marketer's dilemma—the most successful marketing campaigns involve highly sophisticated interactions across multiple channels, driven by data from multiple data sources tied to precise audience segments, delivering just the right message at just the right moment.

## Strategy

Customers interact with your business through dozens of sources: web, mobile, social networks, and much more. In order to effectively target customers it is critical to be able to synchronize data between systems using a flexible data model and integration strategies without complicated, multi-month IT projects. Just as bad as long, complicated projects are rushed implementations that miss key customer touchpoints.

Successful campaigns rely on targeted, relevant messages. How relevant a message is to a customer depends on your ability to analyze the information obtained through customer touchpoints. Analysis of this customer information ensures that marketers are able to deliver just the right message at just the right moment.



## Getting Started

Developers typically use ExactTarget Fuel to build integrated campaigns. ExactTarget Fuel provides developer SDKs for exposing customer touchpoints as integrations and configuring them via the App Center. Developers familiar with the connected app model in Force.com should find the ExactTarget App Center very similar: the App Center portal lets you create and register your application so it can access the Fuel Platform and take advantage of ExactTarget functionality.

## Create Interactions Between Customer- and Employee-Facing Apps

### Motivation

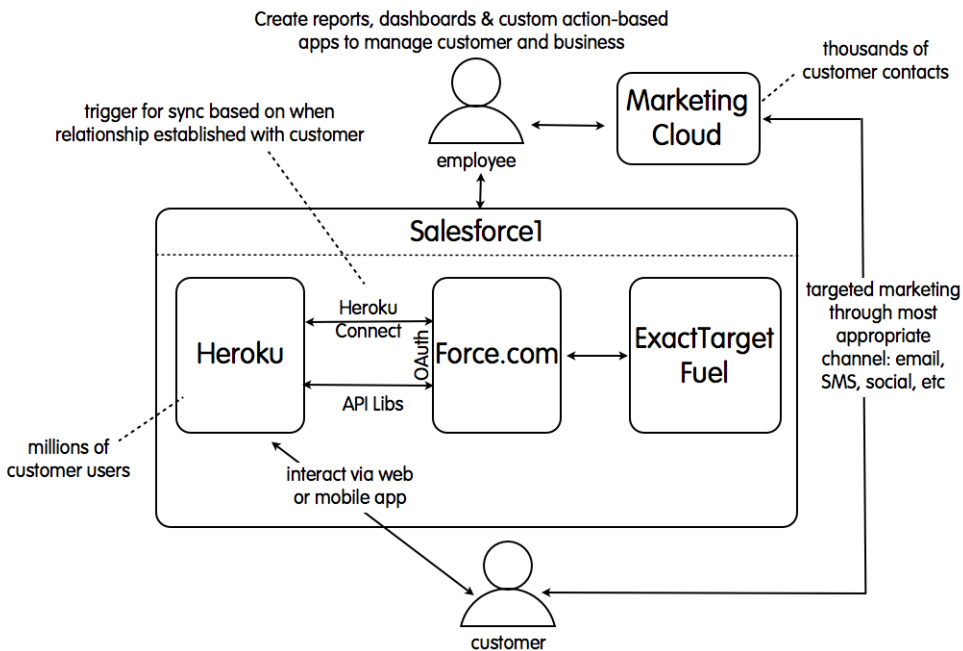
Customers engage with your products and brands via social networks, websites, and mobile apps. However, many organizations have disconnected systems for customer-facing and employee-facing apps. The result

## Chapter 1 Introducing the Salesforce1 Platform

is complicated integration processes in best-case scenarios, and in many cases the result is poor customer experience.

### Strategy

Salesforce1 provides easy integration between all aspects of the platform to ensure that organizations have a complete view of their customers. Heroku is designed for consumer scale, and supports the most current development languages used by today's most popular apps and websites. Force.com is designed for employee apps and working with business data. ExactTarget offers the ability to send targeted messages and marketing campaigns to users. Seamless customer interaction touches all aspects of these products. The Salesforce1 Platform delivers this functionality in an optimized experience for developers, business users, and customers.



Developers building customer-facing apps should either develop their apps on Heroku and configure Heroku Connect, or use language-specific open-source libraries for API-level integration. Typical integrations use an integration user account established in Force.com that manages customer details as contact records

rather than a one-to-one mapping of consumer profiles to Force.com accounts. The decoupled approach lets consumer and employee apps scale independently.

With integration users and customer contact strategies established, developers and business users should identify what information should be synchronized between Heroku and Force.com. When relationships form between customers and businesses, products are the driving factors in determining the right data and triggers for synchronization. For example, typical Web and mobile consumer apps display generic information until users register or express interest in particular products or services. As soon as these relationships are established, customer companies begin to build customer profiles around each of their users: What are the user's interests? How can we send targeted marketing messages, and keep track of customer contacts such as service tickets and social network interactions? How can we analyze trends across all customers to better determine business priorities?

## Getting Started

Start with the customer experience. Create a list of relationship touch points that can be used to define which data to sync between systems at what intervals. After they're established, development teams can work independently on apps for customers and employees, using the right technology, scale, and feedback loops to maintain or grow each relationship. Heroku apps are typically architected in a stateless usage model for consumer scale, while Force.com apps are typically architected based on users. With the touch points and apps created, business users should create reports based on customer information. From these reports marketers can easily create targeted campaigns using ExactTarget.

## Let Employees Access Corporate Data from Anywhere

### Motivation

The majority of organizations have considerable investment in existing back-end systems and custom applications. These systems often perform current functions well, but using them to create new apps is often difficult and costly, especially for mobile. Salesforce1 provides open APIs to connect to existing systems and customer applications, letting customers create an agile layer for innovation.

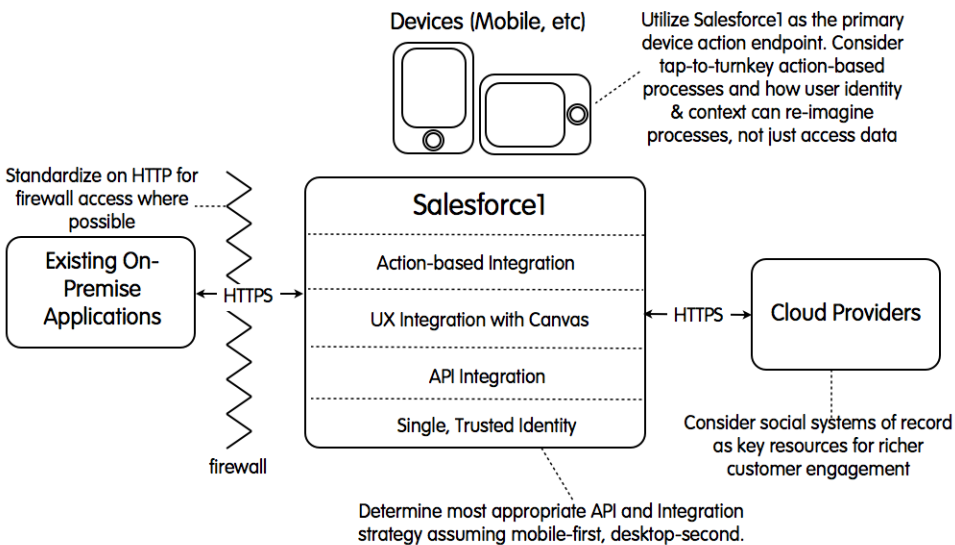
### Strategy

Existing systems are either located behind corporate firewalls or in cloud providers. Traditional approaches to integration, such as ETL (Extract, Transform, Load), solve problems with data access but can create duplicated data silos. When possible, determine systems of record—often existing systems that are no longer used for new application development—and connect them to Salesforce using the most efficient

## Chapter 1 Introducing the Salesforce1 Platform

Salesforce1 API based on the integration requirements. For example, avoid polling-based solutions because of heavy computational overhead and complex try-retry logic; use the Streaming API instead.

Wherever possible, maintain user identity from the source of data entry (typically Salesforce1 for new app development) to destination (system of record). Begin to create external identifiers to maintain data integrity between systems with Salesforce1 as the source of new app innovation. Expose business process actions in existing systems that can be executed from Salesforce1 actions, and actionable from mobile apps. Use the strategies for identity management defined in the “Evolve Identity and Data Security Beyond the Perimeter” section in this guide.



## Getting Started

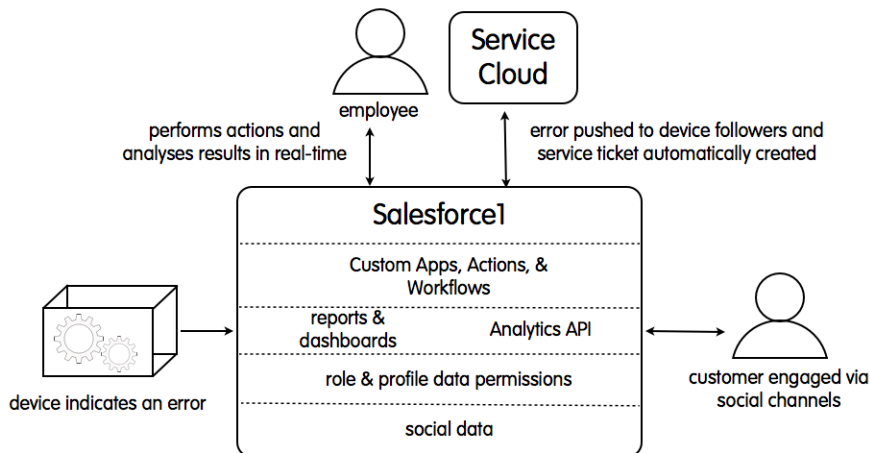
Start with the business need, not with the need for data access alone. Clearly identifying business needs will expose opportunities for determining whether a system-of-record-based approach is correct, and which Salesforce1 API is most appropriate. For example, the Bulk API is useful for data loading, the Streaming API for pub-sub models, and action-based integration for tap-to-turnkey business processes that can span system boundaries. A data migration exercise will unlock future innovation and retire legacy systems. Developers should become familiar with triggers, custom Apex REST, External IDs for data modeling, and Canvas-based custom quick actions.



# Analyze Real-Time Data from Connected Devices

## Motivation

"The Internet of things" is a term used to describe the next wave of smart devices connected to the Internet. Today, the most prevalent of these devices are mobile phones and tablets. We are beginning to see cars, vending machines, and much more, sharing information back to businesses on customer usage and habits. The future of business lies in remembering that behind every device is a customer. The result is the need to connect everything back to your business and analyze data on customer usage and habits for exceptional customer service.



## Strategy

Connected device strategies are evolving incredibly rapidly. Salesforce1 provides robust reporting and dashboard functionality, including Analytics APIs for aggregating data and representing it on mobile devices to help users make information decisions in real time.

Organizations looking to capitalize on connected devices and tie them to customer service goals should focus on how to work effectively with data on customer usage and habits and on how to communicate back with their customers.

### Getting Started

Connected devices typically require system integrators who are specialists in connecting physical devices to the Internet. After connecting, app developers should focus on what information retrieved from the devices is important for customer service requirements. Perhaps developers' focus should be on the analysis of heat sensors, or an indication of every time a fridge door is opened, or when a truck's speed falls below a certain threshold.

With data points identified, reports and dashboards should be created to identify trends, and to analyze usage with key workflows and actions that support immediate customer escalations.

## Create Mobile Apps that Drive Employee Productivity

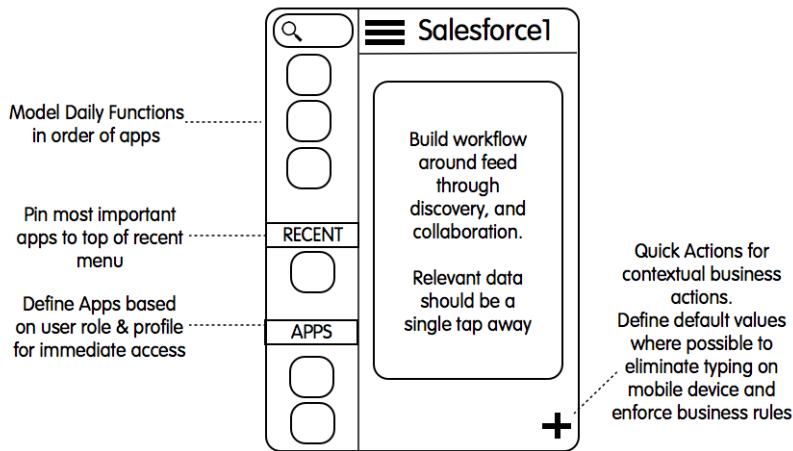
### Getting Started

Without the ability to deliver timely and accurate business information where the customer needs it, adoption of any system will fail. Apps must not only deliver this information, but also make it relevant, contextual, and easy to work with.

### Motivation

Today's business environment requires data to be available on mobile devices. However, enterprise mobile app strategies often fail due to trying to replicate existing systems on a mobile phone or tablet. How users access and interact with data on each device is different. Data must be delivered in context of where the user is, both geographically—as identified through geo-enabled devices—and organizationally—as identified through which record a user is working with.

Feed-centric discovery, integration with social networks, and action-based workflows help you deliver important, timely information to users on mobile devices, and help your users, with a tap or a swipe, perform actions immediately.



## Strategy

Start by defining actions on records and identifying areas where default values may be set on the user's behalf. The goal is to eliminate the requirement to enter data that can be obtained from contextual information. Typical examples may include geolocation, date, username, and associated record information such as a contact details or account name.

Once actions are defined, study user activities on an a daily basis and create apps which can be configured to appear in the Salesforce1 left-hand menu for single tab access.

## Evolve Identity and Data Security Beyond the Perimeter

### Getting Started

Modern identity management solutions must support more than traditional perimeter based authentication, and offer a single, simple, and trusted way to manage authentication and authorization of on-premise systems, cloud-based offerings, and, ever-increasingly, social and mobile applications.

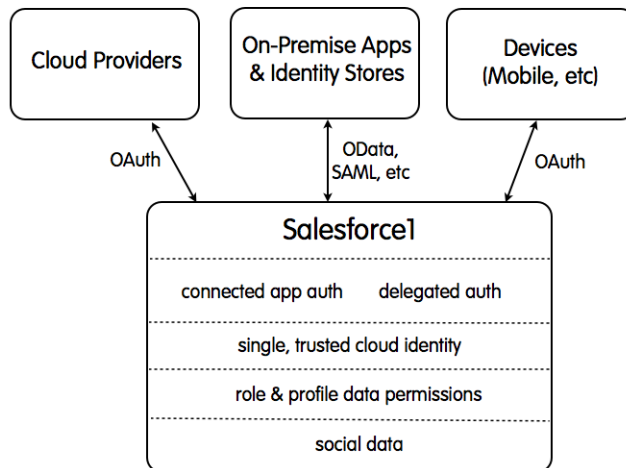
### Motivation

Salesforce1 can be used to connect to on-premise systems using standards such as SAML and Delegated Authentication, offering organizations a flexible way of leveraging existing identity stores and extending them to the cloud. For cloud-based and custom mobile apps, OAuth2 has become the leading mechanism

## Chapter 1 Introducing the Salesforce1 Platform

for securely authenticating and authorizing apps. Salesforce1 provides a robust connected app model which allows administrators to declaratively define permissions on an app-by-app basis.

Combining the powerful role and profile capabilities of Salesforce1, administrators can control which records are accessible to what users, or groups of users, regardless of whether a user is connecting using on-premise authentication tokens or via a connected app running on a mobile device on the other side of the world.



## Strategy

Start with the data that your apps need. Define what this data is, where it comes from, and who has access. With a clear understanding of data requirements, map out where users' identity comes from. Does the organization have an existing ActiveDirectory implementation, is single sign-on important, and are external apps going to be connecting to Salesforce1?

## CHAPTER 2 Overview of Force.com

Force.com, a core component of the Salesforce1 Platform, is designed to help create custom apps in minutes. Administrators and users can build apps using intuitive drag-and-drop tools, a powerful workflow and approval engine, and much more. Developers and ISVs can build apps using programmatic tools, open APIs, and the leading languages and frameworks.

Force.com provides APIs that can be used for developing integration and data access applications, adding application logic to your organization's data, creating custom user interfaces or integrating existing application user interfaces in your organizations, and developing applications that use the Salesforce social and collaboration functionality. Because there are no servers or software to buy or manage, you can focus solely on building apps that include built-in social and mobile functionality, business processes, reporting, and search. Your apps run on a secure, proven service that scales, tunes, and backs up data automatically.

For integration and data access, Force.com provides:

- [SOAP API](#): A SOAP-based API for accessing your Salesforce data.
- [REST API](#): A REST-based API for accessing your Salesforce data.
- [Metadata API](#): An API used for managing and migrating organization metadata.
- [Bulk API](#): A REST-based API for asynchronously loading or querying very large sets of data.
- [Streaming API](#): A push technology API for efficiently managing notifications of organization data changes.
- [Salesforce Object Query Language \(SOQL\)](#): A query language used to form complex queries, used in many of the Salesforce APIs.
- [Salesforce Object Search Language \(SOSL\)](#): A search language used to form complex data searches, used in many of the Salesforce APIs.
- [Tooling API](#): A REST- and SOAP-based API used for creating custom Salesforce development tools.
- [Salesforce1 Reporting REST API](#): A REST-based API used for running and accessing report data in Salesforce.

For application logic, Force.com provides:

- [Apex](#): An object-oriented programming language that lets you add business logic, triggers, and more to your organization's data.

For user interface development and integration, Force.com provides:

## Chapter 2 Overview of Force.com

- [Visualforce](#): A tag-based markup language used for building applications and custom interfaces in Salesforce.
- [Force.com Canvas](#): A set of tools and frameworks used to integrate your existing web applications directly in Salesforce.

## Resources

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Search on the Salesforce Developers Library at <http://developer.salesforce.com/docs> for comprehensive documentation on all aspects of Force.com.

## CHAPTER 3 Overview of Heroku

Heroku, a core component of the Salesforce1 Platform, empowers your business to build, deliver, and manage all of your customer-facing apps. You can use the Salesforce1 APIs to bring deep customer insight into your applications, integrate and extend your core business systems, and connect your business to customers, end-to-end. Heroku is the ideal place to run these applications.

This chapter covers how to use Heroku to build, deploy, and scale your customer-facing apps, leveraging Salesforce1 APIs on the backend and Heroku's suite of powerful developer tools and cutting-edge cloud services for better and faster application delivery.

Apps are the new channel to reach customers, letting companies create contextual, interactive experiences that can reach today's mobile, social, and connected customers—wherever they are, on any device. In addition to leveraging robust APIs, core business systems, and rich customer data, today's companies need to deliver customer-facing apps and new features quickly, optimize for mobile and connected devices, and efficiently scale out to meet traffic spikes and accommodate new users.

Here are some examples of apps that bring together Salesforce1 APIs and Heroku's application delivery platform to deliver engaging, customized experiences to users.

- **Customer Engagement** — These apps connect company to customer through engaging app experiences. Some of the successful customer engagement apps deployed on the Heroku platform include: marketing campaigns around major events and product launches, viral campaigns, acquisition and loyalty campaigns, consumer purchase flows, social apps, content platforms, and innovative connected device apps. These apps can help companies reach new markets, achieving broader and deeper reach into new customer bases and demographics.
- **Consumer Mobile** — In order to remain competitive, today's companies must be able to extend their brand, services, and products across across the many screens of today's connected consumer. Mobile apps enable relevant engagement regardless of location and across all of your customers' mobile devices—or their connected products, gaming consoles, TV sets, and even their cars. These apps can build brand loyalty, bridging the brick and mortar experience to allow customers to browse and buy on any device, access important data, and receive notifications, interact, and socialize with the company on-the-go. These apps can also power self-service experiences ranging from e-commerce to business interactions like making appointments, checking order statuses, and more.
- **Force.com + Heroku** — These apps connect a company to customers through the rich customer data stored within a Salesforce organization. Integrated with intelligent data, companies are able to build deeply customized, contextual customer applications, automate business processes, capture data, and tie everything back to core business systems using Heroku Connect.

## About Heroku

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Heroku is designed from the ground up for developer productivity, removing the pains of managing infrastructure, operations, and scaling, so you and your team can focus on delivering amazing apps to customers. Heroku provides instant deployment, streamlined workflows, a marketplace of fully managed cloud services, and built-in best practices for application development—all from a single, scalable, reliable platform for running and managing your apps.

Heroku provides the essential tools and building blocks for your applications, including:

- Support for Node.js, Java, Python, Ruby, and PHP, so your development team can be productive immediately with languages they already know.
- Heroku Connect, which makes it easy for you to build Heroku apps that share data with your Salesforce environment. Using bi-directional synchronization between Salesforce and Heroku Postgres, Heroku Connect unifies the data in your Postgres database with the contacts, accounts, and other standard and custom objects in the Salesforce database, letting you effortlessly combine the capabilities of the Force.com and Heroku platforms.
- A robust, on-demand Add-on marketplace of fully managed services you can add and scale in a single command, including services for monitoring, logging, persistence, caching, and mail delivery. Add-ons give you the power to easily provision and consume top technologies, including Redis, MongoDB, PubNub, Mailgun, Hadoop, and more, without needing to manage the underlying infrastructure.
- Mobile backend services for essential mobile app infrastructure, including push notifications, data synchronization, and in-app purchases.
- Heroku Postgres, a SQL database-as-a-service that lets you focus on your data with continuous protection, automated health checks, simple configuration, easy set-up of read-only replicas, and powerful querying features.

More than an infrastructure provider, Heroku is a developer productivity platform designed from the ground-up to maximize developer productivity and application maintainability at every stage of the lifecycle, featuring:

- An efficient, safe workflow that lets you deploy with Git and easily create staging, development, and production environments for fast and continuous delivery.
- A simple, powerful model for scaling your app up as your grow.
- Easy, intuitive interfaces and tools — including a powerful command line interface and streamlined dashboard.
- Built-in collaboration for more efficient work across your team, extended team, and third-party partners, such as application development shops.
- Centralized billing and management for all of your apps.



## Key Features of Heroku

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This section provides a tour of the essential features and core concepts of Heroku, and how to leverage them in your applications. It covers running and deployment, the Add-on marketplace, Heroku Postgres, and workflow and collaboration on the platform.

### Deploy, Run, and Scale

Getting started on Heroku is easy—simply sign up for an account and install our Toolbelt, your get-started package which installs the Heroku CLI and other essential tools. On Heroku, you can write apps in the languages you know—we support standard Ruby, Node.js, Python, PHP, and Java. When your app is ready to deploy, use Git to push your code to Heroku. Heroku will fetch and compile app dependencies, binaries and assets, apply the configuration you've specified, and execute its processes. Your app will be up and running immediately, and accessible from any browser or device on a unique URL. Of course, when you're ready to launch, you can easily apply a custom domain. We take care of provisioning, operations, security, and upgrades so you can focus on your app instead of managing the infrastructure.

Heroku uses a simple, powerful process model to support fast, efficient, and tunable scale. “Dynos” are the basic unit of scale on Heroku. A dyno is a lightweight, virtualized container running a single user-specified command. Dynos run web, worker, queue, and other processes needed to power your app. Dynos can be scaled up independently and on-demand as you grow—through the Heroku CLI, or through the Heroku dashboard, our web-based UI.

An app may consist of one or many dynos, depending on the memory and concurrency requirements of the app. Heroku offers two dyno sizes:

- 1x dynos are the default on Heroku, and each provides 512 MB of memory and 1x CPU share.
- 2x dynos offer double the memory and CPU share of 1x dynos, for a total of 1024 MB of memory and 2x CPU share. 2x dynos are ideal for memory-intensive applications or those that require enhanced concurrency.
- PX dynos contain 8 cores and are highly isolated, with superior performance characteristics. PX dynos offer 6 GB of memory with dedicated compute.

Because your application can be scaled on a per-dyno basis and new resources are provisioned to your app within seconds, you have a great deal of flexibility and control over your app. For example, if you need to accommodate more web traffic you simply need to scale up the number of web dynos—Heroku will take care of routing and additional operations overhead.

# Add-Ons

Sure, you can scale dynos up and down on demand in response to events like peak hours, a viral event, growth in users, or the addition of new features. But what if you want to try an auto-scaling service, or hook in top monitoring systems so you can better anticipate and respond to increased demand on your app?

In addition to providing on-demand, highly scalable infrastructure for running your core app infrastructure, Heroku also makes it easy to extend your app with best-of-breed technologies from our Add-ons marketplace. The marketplace features over 100 fully managed cloud services, operated by experts in their fields and integrated directly into Heroku.

Add-ons are fully managed third-party services by top providers, integrated into Heroku so they can be easily added, scaled, and consumed by your application. Add-ons can be added through one command, and come in a variety of plans of various price points in order to accommodate apps of all sizes—from small demo apps and sample projects to large-scale production applications. Many of these add-ons specifically provide services required for launched and growing apps, such as monitoring, persistence, logging, and caching. Here are some examples.

- **Persistence:** Persisting, managing, and scaling state is one of the primary concerns of a production application. The Heroku Add-ons marketplace provides a variety of data storage solutions so you can easily integrate the type of data store that best meets your needs. Add-ons span relational, non-relational and graph databases, as well as analytics solutions including Postgres, MongoDB, Neo4j, Hadoop, and others.
- **Caching:** Caching is critical for web and mobile performance, significantly improving the response time and user experience of your app. Caching add-ons include MemCachier, which lets you add memcache to your production app; IronCache, which supports the memcache protocol; and Cachely, which is a rack middleware for Ruby on Rails apps.
- **Monitoring:** Monitoring provides peace-of-mind, problem detection, and visibility into key indicators over time. Heroku's Add-on marketplace offers New Relic, one of our most popular Add-ons, which will automatically create a private New Relic account and configure access to your apps so you can get up and running quickly. For those who want to customize their dashboards, Librato is quick to set up and consumes data right from your application logs.
- **Logging:** Logs provide the foundation for trend analysis, error inspection, performance tuning, and other processes critical for running production apps. Heroku routes and collates real-time logs from each part of your app, including running processes, system components, API events, and even Add-ons themselves. We offer several Add-ons which consume your log stream and provide higher-order services such as persistence, search, alerts, and integration with other services—including Papertrail, Logentries, Loggly, and Flydata.
- **Other:** Add-ons include services to provide core engagement features to your customers, such as services for email delivery, telephony services, push notifications, video encoders, payments, and more.

Our full selection includes Add-ons from providers including StatusPage, Zencoder, PandaStream, Blitz, Pusher, PubNub, and many more.

## Heroku Postgres

Heroku Postgres is Heroku's database-as-a-service product, allowing you to easily provision and scale a Postgres database for your Heroku application. Heroku Postgres offers a number of features, including continuous protection, automated health care checks, “followers” so you can easily set up read-only replicas of your database, and simple configuration for a variety of languages, command line tools, and application frameworks. You can also use the Heroku Postgres “fork” feature to create a perfect, byte-for-byte clone of your database for use in testing, load experiments, safely trying new schema migrations, and more.

We know that the data stored in Heroku Postgres isn't only important for your application to access. The app and user data it holds is incredibly valuable to your core business—and people need to access it. To this end, Heroku Postgres makes it easy to access, query, and share your data across your company. Dataclips, available on all Heroku Postgres production and starter databases, let you run SQL queries against your data and share the results in an easy, visual way with your team members.

Dataclips can be downloaded or shared via URLs, are downloadable and exportable in many formats, and are executed via a read-only transaction so your data stays safe. This makes it easy to safely and easily capture and share the data that drives your business.

## Heroku Connect

Heroku Connect provides bi-directional data synchronization between Salesforce and Heroku Postgres. With your Salesforce data in Heroku Postgres, you can easily combine the capabilities of the Force.com and Heroku platforms.

Apps built using standard open-source languages and stacks, like Rails, Node.js, Java, PHP, and Python, connect natively to Postgres and—via Heroku Connect—directly back to Salesforce.

This opens up a raft of new opportunities, from processing your Salesforce data using SQL and code on Heroku, to seamlessly shipping consumer data captured in Heroku apps back to your Salesforce org.

## Workflow

In addition to providing the core infrastructure needed to run your app, Heroku also provides a number of features to ensure you can set up fast, efficient developer workflows for maximum productivity and faster time to market. Using Heroku's application fork feature, you can easily set up a natural, standardized workflow with homogenous staging, development, and production environments—providing a safe way to develop code, test it, then promote it to production when you are ready. Further, continuous integration

Add-ons in the Heroku Add-on marketplace, including Travis CI and CircleCI, can improve your development workflow even further.

# Collaboration

Collaboration is integral to developer productivity. Customer-facing apps are often the product of extended application development teams that may include product managers, engineering managers, remote employees, and application development agencies and consultants. To support the often complex and changing composition and velocity of app teams, Heroku makes it easy to add collaborators to your application so you can work together. Collaborators can immediately access your application, push code, and pull down and merge changes. If you need to revoke permissions down the road, it's easy to do that too. Collaboration is built into every part of Heroku—you can view and manage all collaborators from the Heroku Dashboard, and Heroku's comprehensive logging system tracks collaborators so you can easily see a full history of actions on your apps—especially useful for drilling down into specific events like releases.

# Visibility and App Management

For today's businesses, visibility and app management are critical to ensure efficient business operations and app delivery. Heroku provides centralized invoicing and management for all of your application resources—from dynos to Add-ons—all in a single interface.

When you sign into Heroku from your browser, you're in the Heroku Dashboard. Dashboard is a personalized, interactive command center for all of your apps on Heroku. It provides simple visibility and management for app status, activity, resources, Add-ons, collaborators, and other critical aspects of your app. You can also use it to manage all information about your Heroku account—from SSH keys to past invoices. You can even use Dashboard to run a production check on your app. Production check runs a series of tests on your app that we recommend for maintaining and monitoring availability—such as appropriate DNS configuration, dyno redundancy, and app and log monitoring.

Finally, we would be remiss to discuss visibility on Heroku without talking about Heroku logging in more depth. Logs tell the story of your app—a continuous, living stream of events, changes, and behaviors. Logs let you rapidly identify and act on critical events, debug issues in your code, and analyze trends to make better decisions over time.

Heroku brings simplicity and order back to logging. Heroku automatically collates and routes logs from every part of your app into a single channel, providing truly comprehensive, extensible, app-centric logging. Your log stream comes with rich command line functionality, is easy to plug into other services, and handles the heavy lifting of log management for you. Logplex collects underlying events from the Heroku platform, API logs with administrative actions performed by you and your collaborators, and output from within your app, app server, installed libraries, and any backing services that have been configured to publish to

your stream. The result is a full story of your application—logs from every piece of Heroku, each component of your app, all of its processes, and all changes made to it by you or your teammates.

## Trusted, Open Platform

Heroku is a part of Salesforce1, the #1 enterprise cloud computing platform trusted by over 100,000 customers. Over 4 million apps have been deployed on Heroku. And Heroku is open, built on open-source components. Heroku buildpacks—the scripts that prepare your code for execution on Heroku—are all open source, extensible, and supported on other cloud platforms for maximum portability. Heroku supports standard tools and languages including Git, standard versions of all major languages, and standard implementations of Postgres, WebHooks, and other open-source technologies. Heroku also offers a platform API, allowing third-party developers to automate, extend, and combine the Heroku platform with other services in a programmatic, self-service way—building third-party businesses and services like continuous integration tools, mobile apps for managing your Heroku apps, and more.

## Heroku Quick Start

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In this section, we'll walk through how to get started deploying your first app on Heroku. For illustration's sake, we'll use a Ruby app as an example. However, the process for deploying applications in all of Heroku's supported languages—Ruby, Python, Node.js, and Java—is similar, even though some small differences due to the norms and structure of the language might be present. Visit <https://devcenter.heroku.com/quickstart> for more language-specific details.

### Step 1: Sign up

First, go to [Heroku.com](https://heroku.com) and click **Sign up** to get your free Heroku account. Along with your free account, you'll receive some free dyno hours to get you started.

### Step 2: Install the Heroku Toolbelt

The Heroku Toolbelt contains the Heroku client, a command-line tool for creating and managing Heroku apps; Foreman, an easy option for running your apps locally; and Git, the revision control system needed for pushing applications to Heroku.

The Heroku Toolbelt offers packages for Mac OS X, Windows, and Debian/Ubuntu, in addition to a stand-alone package.

## Step 3: Log In from Your Command Line

After installing the Toolbelt, you'll have access to the `heroku` command from your command shell.

Authenticate using the email address and password you used when creating your Heroku account. If you have previously uploaded a key to Heroku, we assume you'll keep using it and don't prompt you about creating a new one during login.

Press enter at the prompt to upload your existing ssh key or create a new one, used for pushing code later on.

```
$ heroku login
Enter your Heroku credentials.
Email: adam@example.com
Password:
Could not find an existing public key.
Would you like to generate one? [Yn]
Generating new SSH public key.
Uploading ssh public key /Users/adam/.ssh/id_rsa.pub
```

If you would prefer to create and upload a new key after login, simply run `heroku keys:add`.

## Step 4: Prepare your App for Deployment

Now you're ready to deploy your app on Heroku! (If you don't have an existing app, we have "Hello World!" examples available in our online Dev Center for you to try.)

Heroku detects that your app is written in Ruby by the presence of a Gemfile. Heroku looks for a `pom.xml` file for Java, `requirements.txt` for Python, and `package.json` for Node.js.

When getting ready to deploy an app to Heroku, there are a few things you must do to prepare: declare dependencies, declare process types, test your app locally, and commit your code to Git.

First, you must declare dependencies, making sure not to list any system-level dependencies. Test your app locally to make sure that all gems your app depends on are present in the Gemfile—and don't forget to specify the version of Ruby you use. Heroku supports Ruby 2.0 by default, but all apps should specify a version for consistency.

Next, you need to declare process types in a Procfile—a text file in the root of your application to explicitly declare what command should be executed to start a dyno. This may include web, worker, or other processes. For this example, we'll start a web dyno.

```
web: bundle exec ruby web.rb -p $PORT
```

This declares a single process type—web—and the command needed to run it. The name “web” is important here. It declares that this process type will be attached to the HTTP routing stack of Heroku, and will receive web traffic when deployed.

At this point, you can should try running your app locally using Foreman, a command-line tool for running Procfile-backed apps. Foreman got installed along with the Heroku Toolbelt.

Simply run `foreman start` and your app will boot up on port 5000 for you to check out.

Finally, you'll want to commit your app files to a local Git repository.

```
$ git init
$ git add
$ git commit -m "init"
```

## Step 5: Deploy

Now you're ready to deploy your application to Heroku - the hard work is over.

First, create the app on Heroku using the `heroku create` command.

```
$ heroku create
Creating blazing-galaxy-997... done, stack is cedar
http://blazing-galaxy-997.herokuapp.com/ |
git@heroku.com:blazing-galaxy-997.git
Git remote heroku added
```

Then, deploy your app with Git using the `git push heroku master` command.

```
$ git push heroku master
Counting objects: 6, done.
Delta compression using up to 4 threads.
Compressing objects: 100% (5/5), done.
Writing objects: 100% (6/6), 660 bytes, done.
Total 6 (delta 0), reused 0 (delta 0)

-----> Ruby/Rack app detected
-----> Using Ruby version: ruby-2.1.2
-----> Installing dependencies using Bundler version 1.3.2
    Running: bundle install --without development:test --path
vendor/bundle --binstubs vendor/bundle/bin --deployment
    Fetching gem metadata from https://rubygems.org/.....
    Fetching gem metadata from https://rubygems.org/..
    Installing rack (1.2.2)
    Installing tilt (1.3)
```

## Chapter 3 Overview of Heroku

```
Installing sinatra (1.1.0)
Using bundler (1.3.2)
Your bundle is complete! It was installed into ./vendor/bundle

Cleaning up the bundler cache.
-----> Discovering process types
Procfile declares types      -> web
Default types for Ruby/Rack -> console, rake
-----> Compiled slug size: 25.1MB
-----> Launching... done, v3
http://blazing-galaxy-997.herokuapp.com deployed to Heroku

To git@heroku.com:blazing-galaxy-997.git
* [new branch]      master -> master
```

In this example, you'd be able to view your app in a web browser, or test it with curl, at <http://blazing-galaxy-997.herokuapp.com>.

Congratulations, you've deployed your first app on Heroku!

## Step 6: Using the CLI

The Heroku CLI can be used to manipulate your app, letting you view the consolidated logs, scale the application, or even add Add-on services.

If you need to scale up web traffic, simply tell Heroku to dial up the number of web dynos.

```
$ heroku ps:scale web=2
Scaling web dynos... done, now running 2
```

Check to see how many dynos are running.

```
$ heroku ps
git:master
=== web (1X): `bundle exec ruby web.rb -p $PORT`
web.1: up 2013/10/15 11:28:17 (~ 5m ago)
web.2: up 2013/10/15 11:33:24 (~ 1s ago)
```

View the consolidated log stream, tailing it to see all new log events as they come in.

```
$ heroku logs --tail
2013-10-15T10:24:25.602652+00:00 app[web.1]: Started GET
"/articles/getting-started-with-nodejs" for 84.32.143.141 at 2013-10-15
10:24:25 +0000
2013-10-15T10:24:25.885004+00:00 heroku[router]: at=info method=GET
```



```
path=/assets/public/feed-icon-sprite.png host=devcenter.heroku.com
request_id=fd511f6195f52e8e58f58cccbc07109c fwd="77.252.246.255"
dyno=web.12 connect=0ms service=15ms status=200 bytes=4867
2013-10-15T10:24:26.563176+00:00 heroku[web.1]: source=web.1
dyno=heroku.12227120.90edce79-b91e-403e-be3f-2f2ballaa5af
sample#load_avg_1m=0.00 sample#load_avg_5m=0.00 sample#load_avg_15m=0.00
...
```

Want to persist logs and send alerts on critical events? Add one of our many logging Add-ons, like Papertrail.

```
$ heroku addons:add papertrail
Adding papertrail on blazing-galaxy-997... done, v6 (free)
Use `heroku addons:docs papertrail` to view documentation.
```

Want to set up a more efficient and productive developer workflow? Heroku lets you fork entire apps so you can easily set up homogenous staging environments.

```
$ heroku fork staging-galaxy
Creating fork blazing-galaxy-997... done
Copying slug... done
Copying config vars... done
Fork complete, view it at http://staging-galaxy.herokuapp.com/
```

Now you can deploy a new branch of your source to this new application.

```
$ heroku git:remote -a staging-galaxy -r staging

git:master
Git remote staging added
$ git push staging newbranch:master
```

Ready to launch with a custom domain? It's easy to do once you've set up your DNS and CNAME.

```
$ heroku domains:add www.mydomain.com
Adding www.mydomain.com to blazing-galaxy-997... done
```

Heroku separates configuration from code, making it easy to change values that may affect your app, such as secret keys.

```
$ heroku config:set SECRET_KEY=23424344343433555422
Setting config vars and restarting blazing-galaxy-997....done, v8
```

## Chapter 3 Overview of Heroku

Want to drill down into your release history to get more information on your velocity, latest changes or to troubleshoot problems? There's a command for that too.

```
$ heroku releases
=== demo-for-james Releases
v6  Add SECRET_KEY config                               jon@heroku.com
    2013/10/15 12:00:10 (~ 59s ago)
v5  Add papertrail:choklad add-on                       jon@heroku.com
    2013/10/15 11:26:59 (~ 34m ago)
v4  Deploy 9579f23                                       jon@heroku.com
    2013/10/15 10:23:32 (~ 1h ago)
v3  Deploy 0eb78aa                                       jon@heroku.com
    2013/10/15 10:21:33 (~ 1h ago)
v2  Enable Logplex                                       heroku@herokumanager.com
    2013/10/15 09:58:21 (~ 2h ago)
v1  Initial release                                     heroku@herokumanager.com
    2013/10/15 09:58:20 (~ 2h ago)
```

Rollback to a previous release in order to fix a problem.

```
$ heroku rollback v6
Rolling back blazing-galaxy-997... done, v6
!    Warning: rollback affects code and config vars; it doesn't add
or remove addons. To undo, run: heroku rollback v7
```

## Best Practices for Consuming Salesforce<sup>1</sup> APIs from Heroku

---

Let's say you want to build an application to extend the functionality of your Salesforce organization. You can use OAuth to authenticate your app with the platform, and allow users to authenticate using their Salesforce credentials so your app can take actions on their behalf. For detailed instructions on setting up OAuth credentials, refer to [Authentication](#) on page 39. Here, we discuss safely managing OAuth on Heroku.

One security best practice that Heroku enforces for application development is separating configuration information (such as credentials) from code. Doing this prevents sensitive information such as passwords from unnecessarily proliferating in source-code repos and development computers. Separating configuration information from code also lets you independently manage configuration for different deployments of your app (for example, staging and production), a model that scales up smoothly as the app naturally expands into more deploys over its lifetime.

For this reason, Heroku stores configuration—like your OAuth consumer key and consumer secret—in config vars, keeping your keys out of your code. Heroku manifests these config vars as environment variables

to the application. These environment variables are persistent—they will remain in place across deploys and app restarts—so, unless you need to change values, you only need to set them once.

Here’s an example of how to manage your app’s OAuth credentials for authenticating with Salesforce.

First, set the config for the OAuth consumer key and secret.

```
$ heroku config:set  
OAUTH_ID=3MRG8lKcPoNINVBJSOQsNCD.HHDdbugPsNXwwyFbgb47KWa_ABc  
Adding config vars and restarting myapp... done, v12  
OAUTH_ID: 3MRG8lKcPoNINVBJSOQsNCD.HHDdbugPsNXwwyFbgb47KWa_ABc  
$ heroku config:set OAUTH_SECRET=5678471853609579511  
Adding config vars and restarting myapp... done, v13  
OAUTH_SECRET: 5678471853609579511
```

Then you can retrieve, unset, or change the config at any time through the command line.

```
$ heroku config:get OAUTH_ID  
3MRG8lKcPoNINVBJSOQsNCD.HHDdbugPsNXwwyFbgb47KWa_ABc  
  
$ heroku config:unset OAUTH_ID  
Unsetting OAUTH_ID and restarting myapp... done, v14
```

Once you’ve set your consumer key and consumer secret in your app’s config vars on Heroku, your app will be able to implement OAuth logic and perform the OAuth authentication flow against the appropriate Salesforce authorization endpoint. Simply access the config vars from within your app just as you would any other environment variable.

## Resources

---

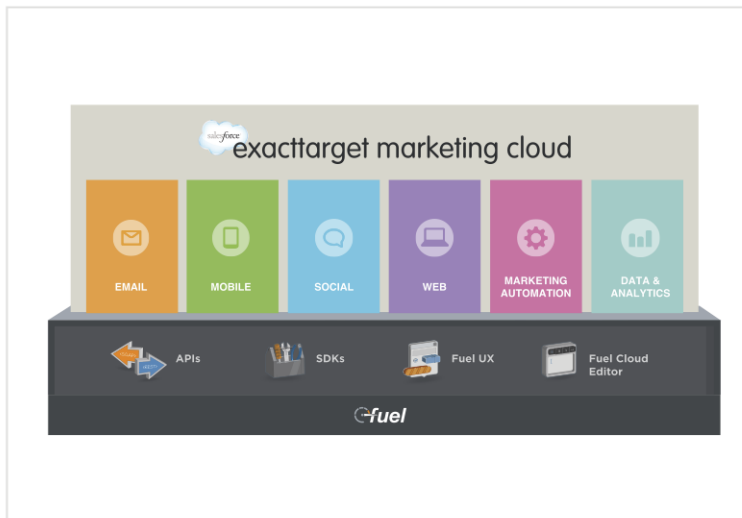
Use the following resources to get more information about Heroku.

- Heroku Dev Center: <https://devcenter.heroku.com>
- Getting Started with Heroku: <https://devcenter.heroku.com/articles/quickstart>
- Heroku Connect: <https://www.heroku.com/connect>



## CHAPTER 4 Overview of ExactTarget

ExactTarget Fuel, a core component of the Salesforce1 Platform, powers multi-channel marketing programs for many of the world's top brands. The foundation of the ExactTarget Marketing Cloud, Fuel is open to third-party development, enabling you to build upon, extend, and integrate with ExactTarget's industry-leading digital marketing products.



Fuel is an integrated collection of technologies and includes:

- **APIs:** Fuel's APIs are the foundation of our platform. Fuel provides SOAP and REST APIs to support cloud and enterprise development scenarios.
- **SDKs:** Fuel's software development kits (SDKs) enable developers to integrate with ExactTarget by using native language constructs. Fuel SDKs are available for Java, .NET, PHP, Python, and Ruby.
- **Fuel UX:** Fuel UX is the user interface toolkit that's used by the ExactTarget Marketing Cloud and ExactTarget's Marketing Cloud apps. Based on leading open-source JavaScript technologies, including Bootstrap, jQuery, and RequireJS, Fuel UX makes it easy to build apps that deeply integrate with the look and feel of the Marketing Cloud.

- **Data extensions:** A data extension is a flexible table of almost any type of data and can be used for personalization, for segmentation, or as a sending data source. Data extensions are powerful constructs and can be thought of as cloud-based, relational marketing databases.
- **AMPscript:** AMPscript is the Marketing Cloud's content scripting language and can be used to programmatically personalize the content of an email, SMS message, or landing page. AMPscript can interact with data extensions, so you can read data from data extensions in your messages and write data to your data extensions in your landing pages.
- **Single Sign-On:** Fuel provides a Single Sign-On environment for the ExactTarget Marketing Cloud and its applications, secured by multiple technologies including, but not limited to, two-factor authentication, IP whitelisting, IP blocking, and real-time alerting and monitoring.

What can you do with Fuel? If you're a customer, you can use Fuel to automate entire marketing campaigns, customize the ExactTarget application to your exact needs, or integrate ExactTarget with a variety of marketing, analytics, and other business software. If you're a partner, you can use Fuel to build or extend marketing applications and take those applications to market with ExactTarget via one of our platform-related partner programs.

The next section explains the fundamental concepts behind successful customer touchpoints: permission, personalization and data, and describes the opportunity developers have to use technology to reach individual customers.

## Customer Touchpoints for Developers

---

Every email that's sent, every message that's delivered, and every notification is different. The goal might be as simple as letting customers know that their credit card has expired, or your messages might be part of something as complex as a multi-channel marketing campaign that's designed to sell an automobile.

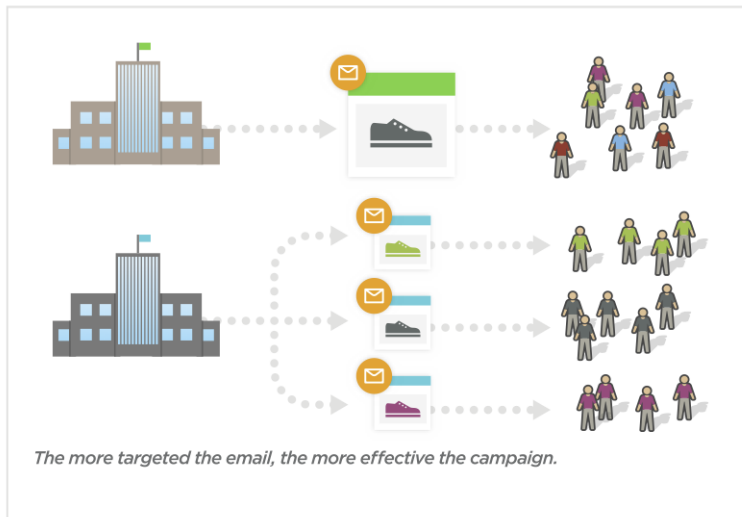
Yet as different as they are, they have something in common: They touch people, people who are customers, existing or prospective. Think of every email, every message, and every notification as a customer touchpoint, an opportunity to influence your customers and prospects.

Unfortunately, these opportunities are often lost when there's a rush to get a new system online or when you're utilizing existing infrastructure to save time. Even worse, if you're not careful, you can negatively influence your customers and prospects.

The ExactTarget Marketing Cloud helps marketers take maximum advantage of customer touchpoints. This section discusses the keys to maximizing the impact of each customer touchpoint from a developer's perspective. Those keys revolve around permission, personalization, and maximizing the value of each interaction.

## Relevancy Drives Engagement

Your customers are inundated with messages of all types—emails in the inbox, printed material in the mailbox, billboards on highways, SMS and push messages on mobile devices, ads on social networks, tweets and Facebook friend requests, and so on. Marketers know that to be effective they have to make these messages relevant just to get noticed.



Highly targeted, relevant communication is as much a technology problem as it is a marketer's dilemma—the most successful marketing campaigns involve highly sophisticated integrations across multiple channels, driven by data from multiple data sources that are tied to precise audience segments, delivering the right message at the right moment. As such, marketers routinely require technical help to accomplish their goals, giving developers the opportunity to innovate alongside them.

## Data Drives Relevancy

To help marketers build more relevant communications, the ExactTarget Marketing Cloud enables large amounts of data to be synchronized across multiple systems through a flexible data model and multiple integration methods. This data from multiple sources can be used at the time of customer communication using AMPscript—the Marketing Cloud's scripting language for messaging—to create unique messages for each customer. For example, you can create a data extension (more on data extensions later) that maps zip codes to city names and use that mapping dynamically in your communications via the following AMPscript.

```
%%=Lookup("PostalCode","City","PostalCode",postalcode)=%%
```

## Every Event Improves Relevancy

Event-driven architectures are critical for scaling real-time systems and applications—especially as we enter the era of the Internet of Things. Each event, whether generated by a server, a web browser or a mobile application, represents an opportunity to interact with a customer or provide insight into that customer through his or her response to that event—insight that can be used to make later interactions more relevant and timely.

What could a marketer using the Marketing Cloud do with additional insight on customer interactions? A customer event (such as a “Contact Us” confirmation) may directly lead to a specific message on a specific channel delivered through the Marketing Cloud. Or a customer event (like a “Purchase” event) may just need to be passed into the Marketing Cloud Journey Builder engine so a marketer can decide how valuable it and what messages to deliver in response.



For example, a movie rental system might want to send receipts to customers that also ask them to rate the movie or provide incentives to rent other movies. Using ExactTarget Fuel to inform the Marketing Cloud Interactions engine that a customer has rented a movie might trigger a number of other events or wait states in the system, all designed to take that customer along the next desired step of the customer journey. This represents a collaboration between technology and marketing to pull off a sophisticated chain of events geared toward adding value to your organization’s relationship with individual customers while respecting their privacy.



## The Importance of Permission

If you're not careful about how you manage your customer touchpoints, your email could be considered unsolicited commercial email—a.k.a. spam.

In the United States, CAN-SPAM is a law passed in 2003 that mandates the addition of an unsubscribe mechanism to all emails and requires the sender to comply with customer opt-out requests within ten days. Many other countries have similar laws in place to protect consumers.

CAN-SPAM draws a distinction between *commercial* email, which is designed to advertise or promote a commercial product or service, and *transactional* email, which is triggered as the result of an event or contains information about a specific transaction (for example, password reset emails, purchase confirmation emails, and so on).

A common mistake companies make is sending commercial email to a list of email addresses that have been either accumulated over time or purchased. If that list is old or has a large number of subscribers who flag your message as spam because it is not relevant to them, your ability to send email successfully in the future will be impeded by a negative reputation applied to your sending IP address.

The key to successfully managing your customer touchpoints is permission. The ExactTarget Marketing Cloud helps you manage the complexity of permission by persisting communication preferences associated with customers (for example, whether they have opted in or opted out to a particular communication) and allowing message sends to be specified as commercial or transactional. If the type of send is commercial, ExactTarget will validate your email content for opt-out links to ensure that subscribers have a way to express their desire to opt-in or opt-out of future communications as required by CAN-SPAM.

## The Technology Is about the Customer

For all the possibilities for technology and marketing to intersect using the Marketing Cloud, the focus is always about innovating on behalf of customers and how they relate to your business or organization. The ExactTarget Marketing Cloud enables you to innovate in critical ways to gain and retain customers or build systems that help others do the same thing.

The technologies exposed through ExactTarget Fuel, in conjunction with Marketing Cloud applications, enable developers to innovate and add value to their organization at the individual customer level. The technologies exposed reach out to customers and are accessible by marketers, allowing Fuel to be a conduit for business growth and innovation.

## Resources

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Use the following resources to get more information about ExactTarget.

## Chapter 4 Overview of ExactTarget

- Code@ExactTarget Developer Community: <https://code.exacttarget.com>
- Code@ExactTarget App Center: <https://code.exacttarget.com/appcenter>
- Fuel APIs: <https://code.exacttarget.com/api>
- Fuel SDKs: <https://code.exacttarget.com/sdks>
- Fuel UX: <https://code.exacttarget.com/fuelux>

## CHAPTER 5 Authentication

Force.com APIs use authentication to securely access Salesforce user information.

Before using any Force.com API that accesses user data, use OAuth to authenticate as the desired user. Successful authentication provides an access token that is used to make authenticated Force.com API calls.

To authenticate using OAuth, you'll need to:

- Set up a [remote access application definition](#) in Salesforce.
- Determine the correct [OAuth endpoint](#) to use.
- Authenticate the user via one of several different OAuth 2.0 authentication flows. An OAuth authentication flow defines a series of steps used to coordinate the authentication process between your application and Salesforce. Supported OAuth flows include:
  - [Web server flow](#), where the server can securely protect the consumer secret.
  - [User-agent flow](#), used by applications that cannot securely store the consumer secret.
  - [Username-password flow](#), where the application has direct access to user credentials.

### Defining Connected Apps

---

To authenticate using OAuth, you must create a connected app that defines your application's OAuth settings for the Salesforce organization.

When you develop an external application that needs to authenticate with Salesforce, you need to define it as a new connected app within the Salesforce organization that informs Salesforce of this new authentication entry point.

Use the following steps to create a new connected app.

1. From Setup, click **Create > Apps** and click **New** to start defining a connected app.
2. Enter the name of your application.
3. Enter the contact email information, as well as any other information appropriate for your application.
4. Select **Enable OAuth Settings**.

5. Enter a `Callback URL`. Depending on which OAuth flow you use, this is typically the URL that a user's browser is redirected to after successful authentication. As this URL is used for some OAuth flows to pass an access token, the URL must use secure HTTP (HTTPS) or a custom URI scheme.
6. Add all supported OAuth scopes to **Selected OAuth Scopes**. These scopes refer to permissions given by the user running the connected app.
7. Enter a URL for `Info URL`. This is where the user can go for more information about your application.
8. Click **Save**. The `Consumer Key` is created and displayed, and the `Consumer Secret` is created (click the link to reveal it).

Once you define a connected app, you use the consumer key and consumer secret to authenticate your application. See [Creating a Connected App](#) in the Salesforce online help for specific steps to create a connected app for the type of authentication you need.

## Understanding OAuth Endpoints

---

OAuth endpoints are the URLs you use to make OAuth authentication requests to Salesforce.

You need to use the correct Salesforce OAuth endpoint when issuing authentication requests in your application. The primary OAuth endpoints are:

- For authorization: `https://login.salesforce.com/services/oauth2/authorize`
- For token requests: `https://login.salesforce.com/services/oauth2/token`
- For revoking OAuth tokens:  
`https://login.salesforce.com/services/oauth2/revoke`

All endpoints require secure HTTP (HTTPS). Each OAuth flow defines which endpoints you need to use and what request data you need to provide.

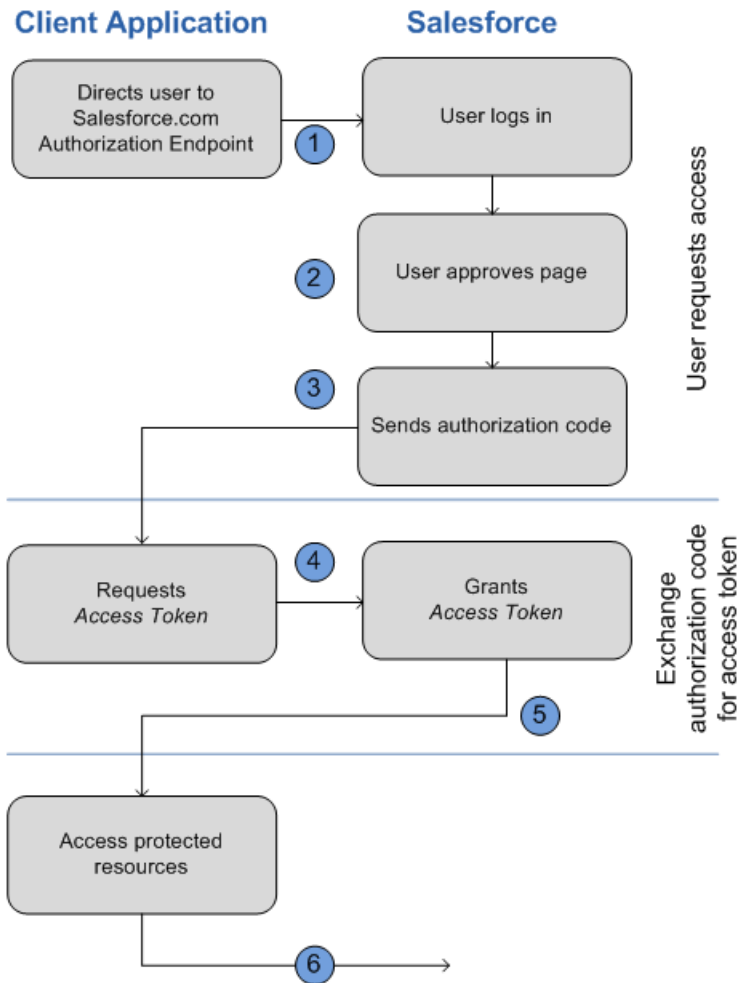
If you're verifying authentication on a sandbox organization, use "test.salesforce.com" instead of "login.salesforce.com" in all the OAuth endpoints listed above.

## Understanding the Web Server OAuth Authentication Flow

---

The Web server authentication flow is used by applications that are hosted on a secure server. A critical aspect of the Web server flow is that the server must be able to protect the consumer secret. You can also use code challenge and verifier values in the flow to prevent authorization code interception.

In this flow, the client application requests the authorization server to redirect the user to another web server or resource that authorizes the user and sends the application an authorization code. The application uses the authorization code to request an access token. The following shows the steps for this flow.




1. The application redirects the user to the appropriate Salesforce authorization endpoint, such as <https://login.salesforce.com/services/oauth2/authorize>. The following parameters are required:

Parameter	Description
<code>response_type</code>	Must be <code>code</code> for this authentication flow.

Parameter	Description
<code>client_id</code>	The Consumer Key from the connected app definition.
<code>redirect_uri</code>	The Callback URL from the connected app definition.

The following parameters are optional:

Parameter	Description
<code>code_challenge</code>	<p>Specifies the SHA256 hash value of the <code>code_verifier</code> value in the token request to help prevent authorization code interception attacks. The hash value must be base64url encoded as defined here: <a href="https://tools.ietf.org/html/rfc4648#section-5">https://tools.ietf.org/html/rfc4648#section-5</a></p> <ul style="list-style-type: none"><li>• If the <code>code_challenge</code> value is provided in the authorization request and a <code>code_verifier</code> value is provided in the token request, Salesforce compares the <code>code_challenge</code> to the <code>code_verifier</code>. If the <code>code_challenge</code> is invalid or doesn't match, the login fails with the <code>invalid_request</code> error code.</li><li>• If the <code>code_challenge</code> value is provided in the authorization request, but a <code>code_verifier</code> value is not provided in the token request, the login fails with the <code>invalid_grant</code> error code.</li></ul> <p> <b>Note:</b> The value should be base64url-encoded only once.</p>

Parameter	Description
<code>display</code>	<p>Changes the login page's display type. Valid values are:</p> <ul style="list-style-type: none"> <li>• <code>page</code>—Full-page authorization screen. This is the default value if none is specified.</li> <li>• <code>popup</code>—Compact dialog optimized for modern Web browser popup windows.</li> <li>• <code>touch</code>—Mobile-optimized dialog designed for modern smartphones such as Android and iPhone.</li> <li>• <code>mobile</code>—Mobile optimized dialog designed for smartphones such as BlackBerry OS 5 that don't support touch screens.</li> </ul>
<code>immediate</code>	<p>Determines whether the user should be prompted for login and approval. Values are either <code>true</code> or <code>false</code>. Default is <code>false</code>.</p> <ul style="list-style-type: none"> <li>• If set to <code>true</code>, and if the user is currently logged in and has previously approved the application, the approval step is skipped.</li> <li>• If set to <code>true</code> and the user is not logged in or has not previously approved the application, the session is immediately terminated with the <code>immediate_unsuccessful</code> error code.</li> </ul>
<code>login_hint</code>	<p>Provides a valid username value to pre-populate the login page with the username. For example <code>login_hint=username@company.com</code>. If a user already has an active session in the browser, then the <code>login_hint</code> parameter does nothing; the active user session continues.</p>
<code>nonce</code>	<p>Specifies a value to be returned in the response; this is useful for detecting "replay" attacks.</p>

Parameter	Description
	Optional with the openid scope for getting a user ID token.
prompt	<p>Specifies how the authorization server prompts the user for reauthentication and reapproval. This parameter is optional. The only values Salesforce supports are:</p> <ul style="list-style-type: none"> <li>• <code>login</code>—The authorization server <i>must</i> prompt the user for reauthentication, forcing the user to log in again.</li> <li>• <code>consent</code>—The authorization server <i>must</i> prompt the user for reapproval before returning information to the client.</li> </ul> <p>It is valid to pass both values, separated by a space, to require the user to both log in and reauthorize. For example:</p> <pre>?prompt=login%20consent</pre>
scope	Specifies what data your application can access. See “Scope Parameter Values” in the online help for more information.
state	Specifies any additional URL-encoded state data to be returned in the callback URL after approval.

An example authorization URL might look something like the following:

```
https://login.salesforce.com/services/oauth2/authorize?response_type=code
&client_id=3MVG9lKcPoNINVBIPJjdwlJ9LLM82HnFVVX19KY1uA5mu0QqEWhqKpoW3svG3X
HrXDiCQjKlmdgAvhCscA9GE&redirect_uri=https%3A%2F%2Fwww.mysite.com%2F
code_callback.jsp&state=mystate
```

2. The user logs into Salesforce with their credentials. The user is interacting with the authorization endpoint directly, so the application never sees the user’s credentials. After successfully logging in, the user is asked to authorize the application. Note that if the user has already authorized the application, this step is skipped.



- After Salesforce confirms that the client application is authorized, the end-user's Web browser is redirected to the callback URL specified by the `redirect_uri` parameter. Salesforce appends authorization information to the redirect URL with the following values:

Parameters	Description
<code>code</code>	Authorization code the consumer must use to obtain the access and refresh tokens.
<code>state</code>	The state value that was passed in as part of the initial request, if applicable.

An example callback URL with authorization information might look something like:


```
https://www.mysite.com/authcode_callback?code=aWekysIEeqM9PiThEfM0Cnr6MoLIfwYrJcqOqHdF8f9INokharAS09ia7UNP6RiVScerfhc4w%3D%3D
```

- The application extracts the authorization code and passes it in a request to Salesforce for an access token. This request is a POST request sent to the appropriate Salesforce token request endpoint, such as `https://login.salesforce.com/services/oauth2/token`. The following parameters are required:

Parameter	Description
<code>grant_type</code>	Value must be <code>authorization_code</code> for this flow.
<code>client_id</code>	The Consumer Key from the connected app definition.
<code>client_secret</code>	The Consumer Secret from the connected app definition.
<code>redirect_uri</code>	The Callback URL from the connected app definition.
<code>code</code>	Authorization code the consumer must use to obtain the access and refresh tokens.

The following parameters are optional:


Parameter	Description
<code>client_assertion</code>	<p>Instead of passing in <code>client_secret</code> you can choose to provide a <code>client_assertion</code> and <code>client_assertion_type</code>. If a <code>client_secret</code> parameter is not provided, Salesforce checks for the <code>client_assertion</code> and <code>client_assertion_type</code> automatically. The value of <code>client_assertion</code> must be a typical JWT bearer token, signed with the private key associated with the OAuth consumer's uploaded certificate. Only the RS256 algorithm is currently supported. For more information on using <code>client_assertion</code>, see the OpenID Connect specifications for the <code>private_key_jwt</code> client authentication method.</p>
<code>client_assertion_type</code>	<p>Provide this value when using the <code>client_assertion</code> parameter. The value of <code>client_assertion_type</code> must be <code>urn:ietf:params:oauth:client-assertion-type:jwt-bearer</code>.</p>
<code>code_verifier</code>	<p>Specifies 128 bytes of random data with high enough entropy to make it difficult to guess the value to help prevent authorization code interception attacks. The value also must be base64url encoded as defined here: <a href="https://tools.ietf.org/html/rfc4648#section-5">https://tools.ietf.org/html/rfc4648#section-5</a></p> <ul style="list-style-type: none"> <li>• If the <code>code_verifier</code> value is provided in the token request and a <code>code_challenge</code> value is in the authorization request, Salesforce compares the <code>code_verifier</code> to the <code>code_challenge</code>. If the <code>code_verifier</code> is invalid or doesn't match, the login fails with the <code>invalid_grant</code> error code.</li> </ul>

Parameter	Description
	<ul style="list-style-type: none"><li>If the <code>code_verifier</code> value is provided in the token request, but a <code>code_challenge</code> value was not provided in the authorization request, the login fails with the <code>invalid_grant</code> error code.</li></ul> <div> <b>Note:</b> The value should be base64url-encoded only once.</div>
<code>format</code>	<p>Expected return format. The default is <code>json</code>. Values are:</p> <ul style="list-style-type: none"><li><code>urlencoded</code></li><li><code>json</code></li><li><code>xml</code></li></ul> <p>The return format can also be specified in the header of the request using one of the following:</p> <ul style="list-style-type: none"><li><code>Accept: application/x-www-form-urlencoded</code></li><li><code>Accept: application/json</code></li><li><code>Accept: application/xml</code></li></ul>

An example access token POST request might look something like:

```
POST /services/oauth2/token HTTP/1.1
Host: login.salesforce.com
grant_type=authorization_code&code=aPrxsmIEeqM9PiQroGEWx1UiMQd95_5JUz
VEhsOFhS8EVvbfYBBJli2W5fn3zbo.8hojaNW_1g%3D%3D&client_id=3MVG9lKcPoNI
NVBIPJjdw1J9LLM82HnFVVX19KYluA5mu0QqEWhqKpoW3svG3XHrXDICQjKlmdgAvhCs
cA9GE&client_secret=1955279925675241571&
redirect_uri=https%3A%2F%2Fwww.mysite.com%2Fcode_callback.jsp
```

5. If this request is successful, the server returns a response body that contains the following:

Parameters	Description
access_token	Access token that acts as a session ID that the application uses for making requests. This token should be protected as though it were user credentials.
refresh_token	Token that can be used in the future to obtain new access tokens.   <b>Warning:</b> This value is a secret. You should treat it like the user's password and use appropriate measures to protect it.
instance_url	Identifies the Salesforce instance to which API calls should be sent.
id	Identity URL that can be used to both identify the user as well as query for more information about the user. Can be used in an HTTP request to get more information about the end user.
issued_at	When the signature was created, represented as the number of seconds since the Unix epoch (00:00:00 UTC on 1 January 1970).
signature	Base64-encoded HMAC-SHA256 signature signed with the consumer's private key containing the concatenated ID and issued_at value. The signature can be used to verify that the identity URL wasn't modified because it was sent by the server.

An example JSON response body might look something like:

```
{
  "id": "https://login.salesforce.com/id/00Dx0000000BV7z/005x00000012Q9P",
  "issued_at": "1278448101416",
  "refresh_token": "5Aep8614iLM.Dq661ePDmPEgaAW9Oh_L3JKkDpB4xReb54_pZebnUG0h6Sb4KUVDPntWEofWM39yg==",
  "instance_url": "https://na1.salesforce.com",
  "signature": "CMJ41+CCaPQiKjoOEwEig9H4wqhpuLSk4J2urAe+fVg="
}
```

```
"access_token":"00Dx0000000BV7z!AR8AQP0jITN80ESESj5EbaZTFG0R  
NBaT1cyWk7TrqoDjoNIWQ2ME_sTZzBjfmOE6zMHq6y8PIW4eWze9JksNEkWU1.Cju7m4"}
```

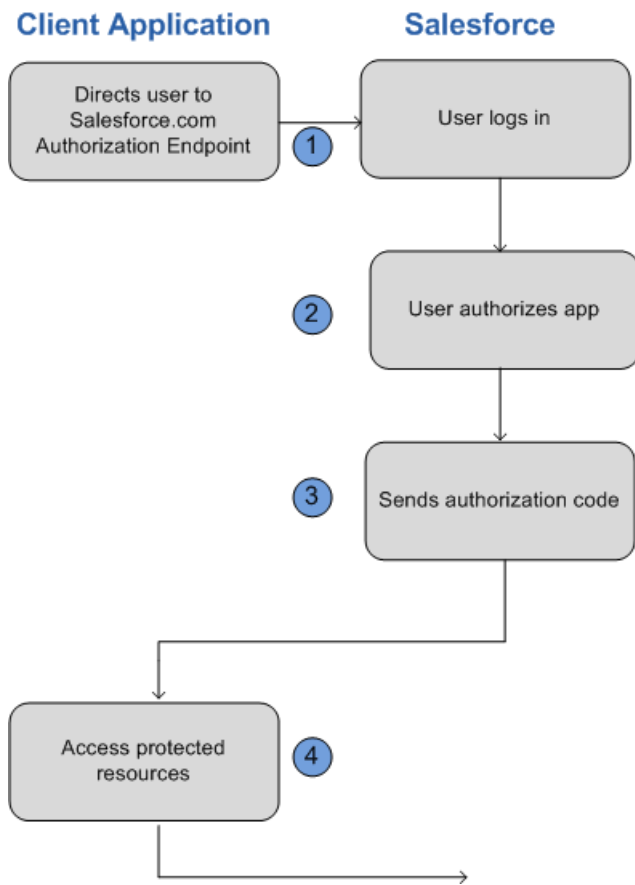
6. The application uses the provided access token and refresh token to access protected user data.

## Understanding the User-Agent OAuth Authentication Flow

---

The user-agent authentication flow is used by client applications (consumers) residing in the user's device. This could be implemented in a browser using a scripting language such as JavaScript, or from a mobile device or a desktop application. These consumers cannot keep the client secret confidential.

In this flow, the client application requests the authorization server to redirect the user to another Web server or resource which is capable of extracting the access token and passing it back to the application. The following shows the steps for this flow.



1. The application redirects the user to the appropriate Salesforce authorization endpoint, such as <https://login.salesforce.com/services/oauth2/authorize>. The following parameters are required:

Parameter	Description
<code>response_type</code>	Must be <code>token</code> for this authentication flow
<code>client_id</code>	The Consumer Key from the connected app definition.
<code>redirect_uri</code>	The Callback URL from the connected app definition.


The following parameters are optional:

Parameter	Description
<code>display</code>	Changes the login page's display type. Valid values are: <ul style="list-style-type: none"> <li>• <code>page</code>—Full-page authorization screen. This is the default value if none is specified.</li> <li>• <code>popup</code>—Compact dialog optimized for modern Web browser popup windows.</li> <li>• <code>touch</code>—Mobile-optimized dialog designed for modern smartphones such as Android and iPhone.</li> <li>• <code>mobile</code>—Mobile optimized dialog designed for smartphones such as BlackBerry OS 5 that don't support touch screens.</li> </ul>
<code>scope</code>	Specifies what data your application can access. See "Scope Parameter Values" in the online help for more information.
<code>state</code>	Specifies any additional URL-encoded state data to be returned in the callback URL after approval.

An example authorization URL might look something like the following:

```
https://login.salesforce.com/services/oauth2/authorize?response_type=token&
client_id=3MVG9lKcPoNINVBIPJjdwlJ9LLJbP_pqwoJYyuisjQhr_LLurNDv7AgQvDTZwCoZuD
ZrXcPQmBv4o.8ds.5iE&redirect_uri=https%3A%2F%2Fwww.mysite.com%2Fuser_callback.jsp&
state=ystate
```

2. The user logs into Salesforce with their credentials. The user interacts with the authorization endpoint directly, so the application never sees the user's credentials.
3. Once authorization is granted, the authorization endpoint redirects the user to the redirect URL. This URL is defined in the remote access application created for the application. Salesforce appends access token information to the redirect URL with the following values:

Parameters	Description
<code>access_token</code>	Access token that acts as a session ID that the application uses for making requests. This token should be protected as though it were user credentials.
<code>expires_in</code>	Amount of time the access token is valid, in seconds.
<code>refresh_token</code>	<p>Token that can be used in the future to obtain new access tokens.</p> <p> <b>Warning:</b> This value is a secret. You should treat it like the user's password and use appropriate measures to protect it.</p> <p>The refresh token is only returned if the redirect URI is <a href="https://login.salesforce.com/services/oauth2/success">https://login.salesforce.com/services/oauth2/success</a> or used with a custom protocol that is not HTTPS.</p>
<code>state</code>	The state value that was passed in as part of the initial request, if applicable.
<code>instance_url</code>	Identifies the Salesforce instance to which API calls should be sent.
<code>id</code>	Identity URL that can be used to both identify the user as well as query for more information about the user. Can be used in an HTTP request to get more information about the end user.
<code>issued_at</code>	When the signature was created, represented as the number of seconds since the Unix epoch (00:00:00 UTC on 1 January 1970).
<code>signature</code>	Base64-encoded HMAC-SHA256 signature signed with the consumer's private key containing the concatenated ID and <code>issued_at</code> value. The signature can



Parameters	Description
	be used to verify that the identity URL wasn't modified because it was sent by the server.

An example callback URL with access information appended after the hash sign (#) might look something like:

```
https://www.mysite.com/user_callback.jsp#access_token=00Dx000000BV7z%21AR8
AQBM8J_xr9kLqmZIRyQxZgLCM4HVi41aGtW0qW3JCzf5xdTGGGSovim8FfJkZEqxbjaFbberKGk
8v8AnYrvChG4qJbQo8&refresh_token=5Aep8614iLM.Dq661ePDmPEgaAW9Oh_L3JKkDpB4xR
eb54_pZfVti1dPEk8aimw4Hr9ne7VXXVSIQ%3D%3D&expires_in=7200&state=mystate
```

4. The application uses the provided access token and refresh token to access protected user data.

Keep the following considerations in mind when using the user-agent OAuth flow:

- Because the access token is encoded into the redirection URL, it might be exposed to the end-user and other applications residing on the computer or device. If you're authenticating using JavaScript, call `window.location.replace()` to remove the callback from the browser's history.

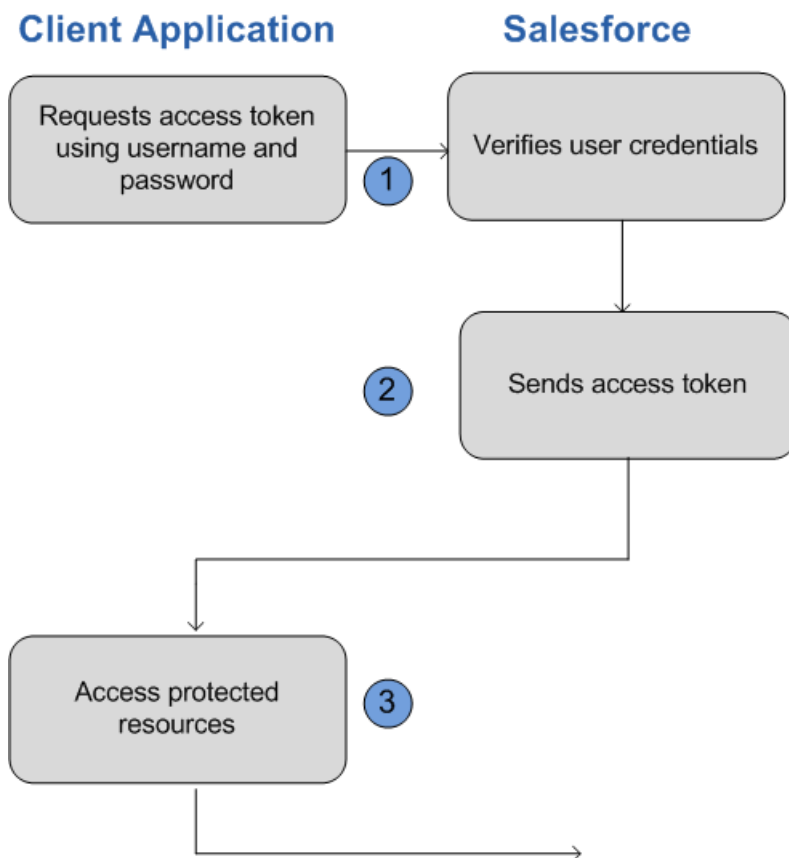
## Understanding the Username-Password OAuth Authentication Flow

The username-password authentication flow can be used to authenticate when the consumer already has the user's credentials.

In this flow, the user's credentials are used by the application to request an access token as shown in the following steps.




**Warning:** This OAuth authentication flow involves passing the user's credentials back and forth. Use this authentication flow only when necessary. No refresh token will be issued.



1. The application uses the user's username and password to request an access token. This is done via an out-of-band POST request to the appropriate Salesforce token request endpoint, such as <https://login.salesforce.com/services/oauth2/token>. The following request fields are required:

Parameter	Description
<code>grant_type</code>	Must be <code>password</code> for this authentication flow.
<code>client_id</code>	The <code>Consumer Key</code> from the connected app definition.
<code>client_secret</code>	The <code>Consumer Secret</code> from the connected app definition.

Parameter	Description
username	End-user's username.
password	End-user's password.

 **Note:** You must append the user's security token to their password. A security token is an automatically-generated key from Salesforce. For example, if a user's password is mypassword, and their security token is XXXXXXXXXX, then the value provided for this parameter must be mypasswordXXXXXXXXXX. For more information on security tokens see "Resetting Your Security Token" in the online help.

An example request body might look something like the following:

```
grant_type=password&client_id=3MVG9lKcPoNINVbIPJjdwlJ9LLM82HnFVVXl9KYluA5mu0QqEWhgKpoW3svG3XHrXDiCQjKlmdgAvhCscA9GE&client_secret=1955279925675241571&username=testuser%40salesforce.com&password=mypassword123456
```

2. Salesforce verifies the user credentials, and if successful, sends a response to the application with the access token. This response contains the following values:

Parameters	Description
access_token	Access token that acts as a session ID that the application uses for making requests. This token should be protected as though it were user credentials.
instance_url	Identifies the Salesforce instance to which API calls should be sent.
id	Identity URL that can be used to both identify the user as well as query for more information

Parameters	Description
	about the user. Can be used in an HTTP request to get more information about the end user.
issued_at	When the signature was created, represented as the number of seconds since the Unix epoch (00:00:00 UTC on 1 January 1970).
signature	Base64-encoded HMAC-SHA256 signature signed with the consumer's private key containing the concatenated ID and issued_at value. The signature can be used to verify that the identity URL wasn't modified because it was sent by the server.

An example response body might look something like:

```
{ "id": "https://login.salesforce.com/id/00Dx0000000BV7z/005x00000012Q9P",  
  "issued_at": "1278448832702", "instance_url": "https://na1.salesforce.com",  
  "signature": "0CmxinZir53Yex7nE0TD+zMpvIWYGb/bdJh6XfOH6EQ=", "access_token":  
  "00Dx0000000BV7z!AR8AQAxo9UfVkh8A1V0Gomt9Czx9LjHnSSpwBMmbRcgKFmxOtvxjTrKW1  
  9ye6PE3Ds1eQz3z8jr3W7_VbWmEu4Q8TVGSTHxs" }
```

3. The application uses the provided access token to access protected user data.

Keep the following considerations in mind when using the user-agent OAuth flow:

- Since the user is never redirected to login at Salesforce in this flow, the user can't directly authorize the application, so no refresh tokens can be used. If your application requires refresh tokens, you should consider using the Web server or user-agent OAuth flow.

## Understanding the OAuth Refresh Token Process

The Web server OAuth authentication flow and user-agent flow both provide a refresh token that can be used to obtain a new access token.

Access tokens have a limited lifetime specified by the session timeout in Salesforce. If an application uses an expired access token, a "Session expired or invalid" error is returned. If the application is using the Web server or user-agent OAuth authentication flows, a refresh token may be provided during authorization that can be used to get a new access token.

The client application obtains a new access token by sending a POST request to the token request endpoint with the following request parameters:

Parameters	Description
<code>grant_type</code>	Value must be <code>refresh_token</code> .
<code>refresh_token</code>	The refresh token the client application already received.
<code>client_id</code>	The Consumer Key from the connected app definition.
<code>client_secret</code>	The Consumer Secret from the connected app definition. This parameter is optional.
<code>format</code>	<p>Expected return format. The default is <code>json</code>. Values are:</p> <ul style="list-style-type: none"> <li>• <code>urlencoded</code></li> <li>• <code>json</code></li> <li>• <code>xml</code></li> </ul> <p>The return format can also be specified in the header of the request using one of the following:</p> <ul style="list-style-type: none"> <li>• <code>Accept: application/x-www-form-urlencoded</code></li> <li>• <code>Accept: application/json</code></li> <li>• <code>Accept: application/xml</code></li> </ul> <p>This parameter is optional.</p>

An example refresh token POST request might look something like:

```
POST /services/oauth2/token HTTP/1.1
Host: https://login.salesforce.com/
grant_type=refresh_token&client_id=3MVG91KcPoNINVBIPJjdwlJ9LLM82HnFVVX19KY1uA5mu0
QqEWhqKpoW3svG3XHrXDICQjKlmdgAvhCscA9GE&client_secret=1955279925675241571
&refresh_token=your token here
```

Once Salesforce verifies the refresh token request, it sends a response to the application with the following response body parameters:

Parameters	Description
<code>access_token</code>	Access token that acts as a session ID that the application uses for making requests. This token should be protected as though it were user credentials.
<code>instance_url</code>	Identifies the Salesforce instance to which API calls should be sent.
<code>id</code>	Identity URL that can be used to both identify the user as well as query for more information about the user. Can be used in an HTTP request to get more information about the end user.
<code>issued_at</code>	When the signature was created, represented as the number of seconds since the Unix epoch (00:00:00 UTC on 1 January 1970).
<code>signature</code>	Base64-encoded HMAC-SHA256 signature signed with the consumer's private key containing the concatenated ID and <code>issued_at</code> value. The <code>signature</code> can be used to verify that the identity URL wasn't modified because it was sent by the server.

An example JSON response body might look something like:

```
{
  "id": "https://login.salesforce.com/id/00Dx0000000BV7z/005x00000012Q9P",
  "issued_at": "1278448384422", "instance_url": "https://na1.salesforce.com",
  "signature": "SSSbLO/gBhmmYNUvN18ODBDfYHzakxOMgqYtu+hDPsc=",
  "access_token": "00Dx0000000BV7z!AR8AQp0jITN80ESESj5EbaZTFG0RNBaT1cyWk7TrqoDjoNIWQ2ME_sTZzBjfmOE6zMhq6y8PIW4eWze9JksNEkWU1.Cju7m4"}
}
```

Keep in mind the following considerations when using the refresh token OAuth process:

- The session timeout for an access token can be configured in Salesforce from Setup by clicking **Security Controls > Session Settings**.
- If the application uses the username-password OAuth authentication flow, no refresh token is issued, as the user cannot authorize the application in this flow. If the access token expires, the application using username-password OAuth flow must re-authenticate the user.

## Finding Additional Resources

---

The following resources provide additional information about using OAuth with Salesforce:

- [Authenticating Apps with OAuth](#)
- [Digging Deeper into OAuth on Force.com](#)
- [Using OAuth to Authorize External Applications](#)

The following resources are examples of third party client libraries that implement OAuth that you might find useful:

- For Ruby on Rails: [OmniAuth](#)
- For Java: [Apache Amber](#)
- Additional OAuth client libraries: [OAuth.net](#)





## CHAPTER 6 SOAP API

SOAP API lets you integrate Force.com applications that can create, retrieve, update or delete records managed by Salesforce, using any development environment that supports Web services.

### When to Use SOAP API

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SOAP API provides a powerful, convenient, and simple SOAP-based Web services interface for interacting with Salesforce. You can use SOAP API to create, retrieve, update, or delete records. You can also use SOAP API to perform searches and much more. Use SOAP API in any language that supports Web services.

For example, you can use SOAP API to integrate Salesforce with your organization's ERP and finance systems, deliver real-time sales and support information to company portals, and populate critical business systems with customer information.

### Supported Editions and Platforms

---

To use SOAP API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

### Quick Start

---

Use this quick start to create a sample application in your development environment.



**Note:** Before you begin building an integration or other client application:

- Install your development platform according to its product documentation.
- Read through all the steps before beginning this quick start. You may also wish to review the rest of this document to familiarize yourself with terms and concepts.

## Best Practices

---

Before you build an integration application or other client application, consider the data management, use limits, and communication issues explained in this section.

### User Permissions

When your client application connects to the SOAP API, it must first log in. Client applications run with the permissions and sharing of the logged-in user.

An organization's Salesforce administrator controls the availability of various features and views by configuring profiles and permission sets, and assigning users to them. To access the API (to issue calls and receive the call results), a user must be granted the “API Enabled” permission. Client applications can query or update only those objects and fields to which they have access via the permissions of the logged-in user.

If the client application logs in as a user who has access to data via a sharing rule, then the API must issue an extra query to check access. To avoid this, log in as a user with the “Modify All Data” permission.

### API Usage Monitoring

You can monitor the number of SOAP API requests generated by your organization in two ways.

- Any user can see the number of API requests sent in the last 24 hours. To view the information, from Setup, click **Company Profile** > **Company Information**. Look for the “API Requests, Last 24 Hours” field in the right column.
- If a user has the “Modify All Data” permission, the user can view a report of the API requests sent for the last seven days. To view the information, click the Reports tab, scroll to the **Administrative Reports** section and click the **API Usage Last 7 Days** link. Users can sort the report by any of the fields listed in the **Summarize Information by:** drop-down list.

### Query Limits

There is a limit on the number of queries that a user can execute concurrently. A user can have up to 10 query cursors open at a time. If 10 `QueryLocator` cursors are open when a client application, logged in as the same user, attempts to open a new one, then the oldest of the 10 cursors is released. If the client application attempts to open the released query cursor, an error results.

Multiple client applications can log in using the same `username` argument. However, this increases your risk of getting errors due to query limits.

If multiple client applications are logged in using the same user, they all share the same session. If one of the client applications calls `logout()`, it invalidates the session for all the client applications. Using a different user for each client application makes it easier to avoid these limits.

## API Request Limits

To maintain optimum performance and ensure that the Force.com API is available to all our customers, Salesforce balances transaction loads by imposing two types of limits:

- Concurrent API Request Limits
- Total API Request Limits

When a call exceeds a request limit, an error is returned.





The following table lists the limits for various types of organizations for concurrent requests (calls) with a duration of 20 seconds or longer.

Organization Type	Limit
Developer Edition	5
Trial organizations	5
Production organizations	25
Sandbox	25

The following table lists the limits for the total API requests (calls) per 24-hour period for an organization.

Salesforce Edition	API Calls Per License Type	Minimum	Maximum
All Editions: DebuggingHeader on API testing calls for Apex specified. Valid in API version 20 and later.	N/A	1,000	1,000
Developer Edition	N/A	15,000	15,000
• Enterprise Edition	• Salesforce: 1,000	15,000	1,000,000

## Chapter 6 SOAP API

Salesforce Edition	API Calls Per License Type	Minimum	Maximum
<ul style="list-style-type: none"> <li>Professional Edition with API access enabled</li> </ul>	<ul style="list-style-type: none"> <li>Force.com Light App: 200</li> <li>Force.com Enterprise App: 200</li> <li>Salesforce Platform: 1,000</li> <li>Force.com - One App: 200</li> </ul> <p> <b>Note:</b> This license is not available to new customers.</p> <ul style="list-style-type: none"> <li>Partner Community: 200</li> <li>Gold Partner: 200</li> </ul> <p> <b>Note:</b> This license is not available to new customers.</p>		
<ul style="list-style-type: none"> <li>Unlimited Edition</li> <li>Performance Edition</li> </ul>	<ul style="list-style-type: none"> <li>Salesforce: 5,000</li> <li>Force.com Light App: 200</li> <li>Force.com Enterprise App: 200</li> <li>Force.com App Bundle: 1,000</li> <li>Salesforce Platform: 5,000</li> <li>Force.com - One App: 200</li> </ul> <p> <b>Note:</b> This license is not available to new customers.</p> <ul style="list-style-type: none"> <li>Partner Community: 200</li> <li>Gold Partner: 200</li> </ul> <p> <b>Note:</b> This license is not available to new customers.</p>	15,000	Unlimited. However, at any high limit, it is likely that other limiting factors such as system load may prevent you from using your entire allocation of calls in a 24-hour period.
Sandbox	N/A	N/A	5,000,000

Limits are enforced against the aggregate of all API calls made by the organization in a 24 hour period; limits are not on a per-user basis. When an organization exceeds a limit, all users in the organization may be temporarily blocked from making additional calls. Calls will be blocked until usage for the preceding 24 hours drops below the limit.

## Multiple Instances of Salesforce Database Servers

Salesforce provides many database server instances. Although organizations are generally allocated by geographic regions, an organization may be on any instance.

## Content Type Requirement

In the API version 7.0 and later, all requests must contain a correct content type HTTP header, for example: `Content-Type: text/xml; charset=utf-8`. Earlier versions of the API do not enforce this requirement.

## Compression

SOAP API allows the use of compression on the request and the response, using the standards defined by the HTTP 1.1 specification. This is automatically supported by some SOAP/WSDL clients, and can be manually added to others. Visit <https://developer.salesforce.com/page/Tools> for more information on particular clients.

To indicate that the client supports compression, you should include the HTTP header “Accept-Encoding: gzip, deflate” or a similar heading. SOAP API compresses the response if the client properly specifies this header. The response includes the header “Content-Encoding: deflate” or “Content-Encoding: gzip,” as appropriate. You can also compress any request by including a “Content-Encoding: deflate” or “gzip” header.

## HTTP Persistent Connections

Most clients achieve better performance if they use HTTP 1.1 persistent connection to reuse the socket connection for multiple requests. Persistent connections are normally handled by your SOAP/WSDL client automatically. For more details, see the HTTP 1.1 specification at:

<http://www.w3.org/Protocols/rfc2616/rfc2616-sec8.html#sec8.1>

## HTTP Chunking

Clients that use HTTP 1.1 may receive chunked responses. Chunking is normally handled by your SOAP/WSDL client automatically.

## Resources

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Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on SOAP API.

- SOAP API Developer's Guide
- SOAP API Developer Cheat Sheet
- Salesforce Object Reference
- APIs and Integration forums

## CHAPTER 7 REST API

REST API provides a REST-based API for interacting with Salesforce. You can use REST API to create Force.com applications that can create, retrieve, update or delete records managed by Salesforce, using any development environment that supports Web services.

### When to Use REST API

---

REST API provides a powerful, convenient, and simple REST-based Web services interface for interacting with Salesforce. Its advantages include ease of integration and development, and it's an excellent choice of technology for use with mobile applications and Web projects. However, if you have a large number of records to process, you may wish to use Bulk API, which is based on REST principles and optimized for large sets of data.

### Supported Editions and Platforms

---

To use REST API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

### Quick Start

---

Create a sample REST application in your development environment to see the power and flexibility of REST API

### Prerequisites

Completing the prerequisites makes it easier to build and use the quick-start sample. If you're unfamiliar with cURL and JavaScript Object Notation (*JSON*), you can also use Workbench to obtain data.

- Install your development platform according to its product documentation.
- Become familiar with cURL, the tool used to execute REST requests in this quick start. If you use another tool, you should be familiar enough with it to translate the example code.

- Become familiar with JSON which is used in this quick start, or be able to translate samples from JSON to the standard you use.
- Enable an SSL endpoint in your application server.
- Become familiar with OAuth 2.0, which requires some setup. We provide the steps, but it will help if you are familiar with the basic concepts and workflow.
- Read through all the steps before beginning this quick start. You may also wish to review the rest of this document to familiarize yourself with terms and concepts.

## Step One: Obtain a Salesforce Developer Edition Organization

If you are not already a member of the Force.com developer community, go to [developer.salesforce.com/signup](https://developer.salesforce.com/signup) and follow the instructions for signing up for a Developer Edition organization. Even if you already have Enterprise Edition, Unlimited Edition, or Performance Edition, use Developer Edition for developing, staging, and testing your solutions against sample data to protect your organization's live data. This is especially true for applications that insert, update, or delete data (as opposed to simply reading data).

If you already have a Developer Edition organization, verify that you have the “API Enabled” permission. This permission is enabled by default, but may have been changed by an administrator. For more information, see the help in the Salesforce user interface.

## Step Two: Set Up Authorization

You can set up authorization using OAuth 2.0 or by passing a session ID.

 **Important:** If you're handling someone else's password, don't use session ID.

Partners, who wish to get an OAuth consumer Id for authentication, can contact Salesforce

## Setting Up OAuth 2.0

Setting up OAuth 2.0 requires that you take some steps within Salesforce and in other locations. If any of the steps are unfamiliar, see Understanding Authentication or the Salesforce online help. The following example uses the [Web server OAuth flow](#).

1. In Salesforce, from Setup, click **Create > Apps**, and under **Connected Apps** click **New** to create a new connected app if you have not already done so. The `Callback URL` you supply here is the same as your Web application's callback URL. Usually it is a servlet if you work with Java. It must be secure: `http://` does not work, only `https://`. For development environments,



the callback URL is similar to

`https://localhost:8443/RestTest/oauth/_callback`. When you click Save, the Consumer Key is created and displayed, and a Consumer Secret is created (click the link to reveal it).



**Note:** The OAuth 2.0 specification uses “client” instead of “consumer.” Salesforce supports OAuth 2.0.

The values here correspond to the following values in the sample code in the rest of this procedure:

- `client_id` is the Consumer Key
- `client_secret` is the Consumer Secret
- `redirect_uri` is the Callback URL.

In your client application, redirect the user to the appropriate Salesforce authorization endpoint. On successful user login, Salesforce will call your redirect URI with an authorization code. You use the authorization code in the next step to get the access token.

2. From your Java or other client application, make a request to the appropriate Salesforce token request endpoint that passes in `grant_type`, `client_id`, `client_secret`, and `redirect_uri`. The `redirect_uri` is the URI that Salesforce sends a callback to.

```
initParams = {
    @WebInitParam(name = "clientId", value =
"3MVG9lKcPoNINVBJSOQsNCD.HHDdbugPsNXwwyFbgb47Kwa_PTv"),
    @WebInitParam(name = "clientSecret", value =
"5678471853609579508"),
    @WebInitParam(name = "redirectUri", value =
"https://localhost:8443/RestTest/oauth/_callback"),

    @WebInitParam(name = "environment", value =
"https://na1.salesforce.com/services/oauth2/token")
}

HttpClient httpClient = new HttpClient();
PostMethod post = new PostMethod(environment);
post.addParameter("code", code);
post.addParameter("grant_type", "authorization_code");

/** For session ID instead of OAuth 2.0, use "grant_type",
"password" */
post.addParameter("client_id", clientId);
```

```
post.addParameter("client_secret", clientSecret);
post.addParameter("redirect_uri", redirectUri);
```

If the value of `client_id` (or `consumer key`) and `client_secret` (or `consumer secret`) are valid, Salesforce sends a callback to the URI specified in `redirect_uri` that contains a value for `access_token`.

3. Store the access token value as a cookie to use in all subsequent requests. For example:

```
//exception handling removed for brevity...
//this is the post from step 2
httpClient.executeMethod(post);
    String responseBody = post.getResponseBodyAsString();

String accessToken = null;
JSONObject json = null;
try {
    json = new JSONObject(responseBody);
    accessToken = json.getString("access_token");
    issuedAt = json.getString("issued_at");
    /** Use this to validate session
     * instead of expiring on browser close.
     */

    } catch (JSONException e) {
        e.printStackTrace();
    }

    HttpServletResponse httpResponse =
(HttpServletResponse) response;
    Cookie session = new Cookie(ACCESS_TOKEN, accessToken);

    session.setMaxAge(-1); //cookie not persistent, destroyed
on browser exit
    httpResponse.addCookie(session);
```

This completes the authentication.

4. Once authenticated, every request must pass in the `access_token` value in the header. It cannot be passed as a request parameter.

```
HttpClient httpClient = new HttpClient();
    GetMethod gm = new GetMethod(serviceUrl);
```

```

//set the token in the header
gm.setRequestHeader("Authorization", "Bearer "+accessToken);
//set the SOQL as a query param
NameValuePair[] params = new NameValuePair[1];

/**
 * other option instead of query string, pass just the fields
you want back:
 *
https://instance_name.salesforce.com/services/data/v20.0/objects/Account/

 *      001D000000INjVe?fields=AccountNumber,BillingPostalCode

 */
params[0] = new NameValuePair("q","SELECT name, title FROM
Contact LIMIT 100");
gm.setQueryString(params);

httpClient.executeMethod(gm);
String responseBody = gm.getResponseBodyAsString();
    //exception handling removed for brevity
JSONObject json = new JSONObject(responseBody);

JSONArray results = json.getJSONArray("records");

for(int i = 0; i < results.length(); i++)

response.getWriter().write(results.getJSONObject(i).getString("Name")+
    ",
    "+results.getJSONObject(i).getString("Title")+"\n");

```

The syntax to provide the access token in your REST requests:

```
Authorization: Bearer access_token
```

For example:

```
curl https://instance_name.salesforce.com/services/data/v20.0/ -H
'Authorization: Bearer access_token'
```

## Session ID Authorization

You can use a session ID instead of an OAuth 2.0 access token if you aren't handling someone else's password:

1. Obtain a session ID, for example, a SOAP API `login()` call returns the session ID. You may also have the session ID, for example as part of the Apex current context. If you need a session ID just for testing purposes during development, you can use the username-password OAuth flow in a cURL command similar to the following:

```
curl https://login.salesforce.com/services/oauth2/token -d
"grant_type=password" -d "client_id=myclientid" -d
"client_secret=myclientsecret"
-d "username=mylogin@salesforce.com" -d
"password=mypassword123456"
```

You will need to provide your client id, client secret, username and password with user security token appended.

2. Use the session ID when you send a request to the resource. Substitute the ID for the `token` value. The syntax is the same:

```
Authorization: Bearer access_token
```

For example:

```
curl https://instance_name.salesforce.com/services/data/v20.0/
-H 'Authorization: Bearer access_token'
```

## Step Three: Send HTTP Requests with cURL

To interact with the Force.com REST API, you need to set up your client application (we use cURL) to construct HTTP requests.

## Setting Up Your Client Application

The REST API uses HTTP GET and HTTP POST methods to send and receive JSON and XML content, so it is very simple to build client applications using the tool or the language of your choice. We use a command-line tool called cURL to simplify sending and receiving HTTP requests and responses.

cURL is pre-installed on many Linux and Mac systems. Windows users can download a version at [curl.haxx.se/](http://curl.haxx.se/). When using HTTPS on Windows, ensure that your system meets the cURL requirements for SSL.

## Sending HTTP Requests Using REST API Resources

Your HTTP requests to a REST API resource should contain the following information:

- An HTTP method (HEAD, GET, POST, PATCH, or DELETE).
- An OAuth 2.0 access token used to authenticate the request. For information on how to retrieve the token, see [Quick Start](#) on page 194.
- An HTTP ACCEPT header used to indicate the resource format (XML or JSON), or a `.json` or `.xml` extension to the URI. The default is JSON.
- The Force.com REST resource.
- Any JSON or XML files containing information needed for requests, such as updating a record with new information.

The HTTP methods are used to indicate the desired action, such as retrieving information, as well as creating, updating, and deleting records.

- HEAD is used to retrieve resource metadata.
- GET is used to retrieve information, such as basic resource summary information.
- POST is used to create a new object.
- PATCH is used to update a record.
- DELETE is used to delete a record.

To access a resource, submit an HTTP request containing a header, method, and resource name.

For example, assume you want to create an Account record using a JSON-formatted file called `newaccount.json`. It contains the information to be stored in the new account:

```
{
  "Name" : "test"
}
```

Using cURL on instance na1, the request would appear as follows:

```
curl https://na1.salesforce.com/services/data/v20.0/subjects/Account/
-H "Authorization: Bearer token" -H "Content-Type: application/json"
-d "@newaccount.json"
```

The request HTTP header:

```
POST /services/data/v20.0/subjects/Account HTTP/1.1
User-Agent: curl/7.19.7 (universal-apple-darwin10.0) libcurl/7.19.7
OpenSSL/0.9.8l zlib/1.2.3
Host: na7.salesforce.com
Accept: */*
```

```
Content-Length: 1411
Content-Type: application/json
Authorization: Bearer XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
X-PrettyPrint:1
```

The response:

```
Date: Thu, 21 Oct 2010 22:16:22 GMT
Content-Length: 71
Location: /services/data/v20.0/subjects/Account/001T000000NU96UIAT
Content-Type: application/json; charset=UTF-8 Server:
{ "id" : "001T000000NU96UIAT",
  "errors" : [ ],
  "success" : true }
```

For a list of the resources and their corresponding URIs, see Reference.

## Step Four: Walk Through the Sample Code

In this section you will create a series of REST requests. cURL will be used to construct the requests, and JSON will be used as the format for all requests and responses. In each request, a base URI will be used in conjunction with the REST resource. The base URI for these examples is

<https://na1.salesforce.com/services/data>. For more information, see Understanding Force.com REST Resources.

In this example, a series of REST requests will be used in the following scenario:

1. [Get the Salesforce version.](#)
2. [Use the Salesforce version to get a list of the resources available.](#)
3. [Use one of the resources to get a list of the available objects.](#)
4. [Select one of the objects and get a description of its metadata.](#)
5. [Get a list of fields on that same object.](#)
6. [Execute a SOQL query to retrieve values from all name fields on Account records.](#)
7. [Update the Billing City for one of the Account objects.](#)

## Get the Salesforce Version

Begin by retrieving information about each available Salesforce version. To do this, submit a request for the Versions resource. In this case the request does not require authentication:

```
curl https://na1.salesforce.com/services/data/
```

The output from this request, including the response header:

```
Content-Length: 88
Content-Type: application/json;
charset=UTF-8 Server:
[
  {
    "version": "20.0",
    "url": "/services/data/v20.0",
    "label": "Winter '11"
  }
  ...
]
```

The output specifies the resources available for all valid versions (your result may include more than one value). Next, use one of these versions to discover the resources it contains.

## Get a List of Resources

The next step is to retrieve a list of the resources available for Salesforce, in this example for version 20.0. To do this, submit a request for the Resources by Version:

```
curl https://na1.salesforce.com/services/data/v20.0/ -H "Authorization:
Bearer access_token" -H "X-PrettyPrint:1"
```

The output from this request is as follows:

```
{
  "subjects" : "/services/data/v20.0/subjects",
  "search" : "/services/data/v20.0/search",
  "query" : "/services/data/v20.0/query",
  "recent" : "/services/data/v20.0/recent"
}
```

From this output you can see that `subjects` is one of the available resources in Salesforce version 20.0. You will be able to use this resource in the next request to retrieve the available objects.

## Get a List of Available Objects

Now that you have the list of available resources, you can request a list of the available objects. To do this, submit a request for the Describe Global:

```
curl https://na1.salesforce.com/services/data/v20.0/subjects/ -H
"Authorization: Bearer access_token" -H "X-PrettyPrint:1"
```

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The output from this request is as follows:

```
Transfer-Encoding: chunked
Content-Type: application/json;
charset=UTF-8 Server:
{
  "encoding" : "UTF-8",
  "maxBatchSize" : 200,
  "subjects" : [ {
    "name" : "Account",
    "label" : "Account",
    "custom" : false,
    "keyPrefix" : "001",
    "updateable" : true,
    "searchable" : true,
    "labelPlural" : "Accounts",
    "layoutable" : true,
    "activateable" : false,
    "urls" : { "subject" : "/services/data/v20.0/subjects/Account",
    "describe" : "/services/data/v20.0/subjects/Account/describe",
    "rowTemplate" : "/services/data/v20.0/subjects/Account/{ID}" },
    "createable" : true,
    "customSetting" : false,
    "deletable" : true,
    "deprecatedAndHidden" : false,
    "feedEnabled" : false,
    "mergeable" : true,
    "queryable" : true,
    "replicateable" : true,
    "retrieveable" : true,
    "undeletable" : true,
    "triggerable" : true },
  },
  ...
}
```

From this output you can see that the Account object is available. You will be able to get more information about the Account object in the next steps.



## Get Basic Object Information

Now that you have identified the Account object as an available resource, you can retrieve some basic information about its metadata. To do this, submit a request for the SOBJect Basic Information:

```
curl https://na1.salesforce.com/services/data/v20.0/subjects/Account/
-H "Authorization: Bearer access_token" -H "X-PrettyPrint:1"
```

The output from this request is as follows:

```
{
  "objectDescribe" :
  {
    "name" : "Account",
    "updateable" : true,
    "label" : "Account",
    "keyPrefix" : "001",

    ...

    "replicateable" : true,
    "retrieveable" : true,
    "undeletable" : true,
    "triggerable" : true
  },
  "recentItems" :
  [
    {
      "attributes" :
      {
        "type" : "Account",
        "url" :
"/services/data/v20.0/subjects/Account/001D000000INjVeIAL"
      },
      "Id" : "001D000000INjVeIAL",
      "Name" : "asdasdasd"
    },

    ...

  ]
}
```

From this output you can see some basic attributes of the Account object, such as its name and label, as well as a list of the most recently used Accounts. Since you may need more information about its fields,

such as length and default values, in the next step you will retrieve more detailed information about the Account object.

### Get a List of Fields

Now that you have some basic information about the Account object's metadata, you may be interested in retrieving more detailed information. To do this, submit a request for the SObject Describe:

```
curl
https://na1.salesforce.com/services/data/v20.0/objects/Account/describe/
-H "Authorization: Bearer access_token" -H "X-PrettyPrint:1"
```

The output from this request is as follows:

```
{
  "name" : "Account",
  "fields" :
  [
    {
      "length" : 18,
      "name" : "Id",
      "type" : "id",
      "defaultValue" : { "value" : null },
      "updateable" : false,
      "label" : "Account ID",
      ...
    },
    ...
  ],
  "updateable" : true,
  "label" : "Account",
  ...
  "urls" :
  {
    "uiEditTemplate" : "https://na1.salesforce.com/{ID}/e",
    "subject" : "/services/data/v20.0/objects/Account",
    "uiDetailTemplate" : "https://na1.soma.salesforce.com/{ID}",
    "describe" : "/services/data/v20.0/objects/Account/describe",
    "rowTemplate" : "/services/data/v20.0/objects/Account/{ID}",
    "uiNewRecord" : "https://na1.salesforce.com/001/e"
  },
  ...
}
```

```

    "childRelationships" :
    [
      {
        "field" : "ParentId",
        "deprecatedAndHidden" : false,
        ...
      },
      ...
    ],

    "createable" : true,
    "customSetting" : false,
    ...
  }

```

From this output you can see much more detailed information about the Account object, such as its field attributes and child relationships. Now you have enough information to construct useful queries and updates for the Account objects in your organization, which you will do in the next steps.

## Execute a SOQL Query

Now that you know the field names on the Account object, you can execute a SOQL query, for example, to retrieve a list of all the Account name values. To do this, submit a Query request:

```

curl
https://na1.salesforce.com/services/data/v20.0/query?q=SELECT+name+from+Account
-H "Authorization: Bearer access_token" -H "X-PrettyPrint:1"

```

The output from this request is as follows:

```

{
  "done" : true,
  "totalSize" : 14,
  "records" :
  [
    {
      "attributes" :
      {
        "type" : "Account",
        "url" :
        "/services/data/v20.0/objects/Account/001D000000IRFmaIAH"
      },
      "Name" : "Test 1"
    },
    ...
  ]
}

```

```
{
  "attributes" :
  {
    "type" : "Account",
    "url" :
"/services/data/v20.0/objects/Account/001D000000IomazIAB"
  },
  "Name" : "Test 2"
},
...
]
```

From this output you have a listing of the available Account names, and each name's preceding attributes include the Account IDs. In the next step you will use this information to update one of the accounts.



**Note:** You can find more information about SOQL in the [Salesforce SOQL and SOSL Reference Guide](#).

## Update a Field on a Record

Now that you have the Account names and IDs, you can retrieve one of the accounts and update its Billing City. To do this, you will need to submit an SObject Rows request. To update the object, supply the new information about the Billing City. Create a text file called `patchaccount.json` containing the following information:

```
{
  "BillingCity" : "Fremont"
}
```

Specify this JSON file in the REST request. The cURL notation requires the `-d` option when specifying data. For more information, see <http://curl.haxx.se/docs/manpage.html>.

Also, specify the `PATCH` method, which is used for updating a REST resource. The following cURL command retrieves the specified Account object using its ID field, and updates its Billing City.

```
curl
https://na1.salesforce.com/services/data/v20.0/objects/Account/001D000000IroHJ
-H "Authorization: Bearer access_token" -H "X-PrettyPrint:1" -H
"Content-Type: application/json" --data-binary @patchaccount.json -X
PATCH
```

No response body is returned, just the headers:

```
HTTP/1.1 204 No Content
Server:
Content-Length: 0
```

Refresh the page on the account and you will see that the Billing Address has changed to Fremont.

## Other Resources

- Search for Ruby on [developer.salesforce.com](https://developer.salesforce.com)
- [Force.com Cookbook recipe for getting started in Ruby](#)
- [Force.com REST API Board](#)

## Best Practices

---

Consider the best practices explained in this section.

## JSON and XML Support

JSON is the default for REST API request and response bodies, however XML is also supported. You can use the HTTP ACCEPT header to specify either JSON or XML. XML serialization is similar to SOAP API. XML requests are supported in UTF-8 and UTF-16, and XML responses are provided in UTF-8.

## Date and Time Formats

Date-time information in requests and responses is specified using the [ISO8601](#) format.

## Compression

REST API allows the use of compression on the request and the response, using the standards defined by the HTTP 1.1 specification. Compression is automatically supported by some clients, and can be manually added to others. For better performance, we recommend using clients that can support HTTP 1.1 compression.

Responses are compressed if the client uses a `Accept-Encoding: gzip` or `Accept-Encoding: deflate` HTTP header in a request. REST API compresses the response and includes `Accept-Encoding: gzip` or `Accept-Encoding: deflate` in the header of the response.

You can send compressed request data if you specify `Content-Encoding: gzip` or `Content-Encoding: deflate` header in your request. REST API will decompress any request content it receives if a `Content-Encoding` request header with supported compression algorithm is provided.

## Resources

---

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on REST API.

- REST API Developer's Guide
- REST API Developer Cheat Sheet
- Salesforce Object Reference
- APIs and Integration forums

## CHAPTER 8 Metadata API

Metadata API provides an API for interacting with the metadata of your Salesforce organization. You can use Metadata API through a file-based API that provides calls to deploy and retrieve wholesale metadata information via .zip files, or a components-based API that provides calls to create, update and delete individual metadata components.

### When to Use Metadata API

---

Use Metadata API to retrieve, deploy, create, update, or delete customizations for your organization. The most common use is to migrate changes from a sandbox or testing organization to your production environment. Metadata API is intended for managing customizations and for building tools that can manage the metadata model, not the data itself.

The easiest way to access the functionality in Metadata API is to use the Force.com IDE or Force.com Migration Tool. These tools are built on top of Metadata API and use the standard Eclipse and Ant tools respectively to simplify the task of working with Metadata API. Built on the Eclipse platform, the Force.com IDE provides a comfortable environment for programmers familiar with integrated development environments, allowing you to code, compile, test, and deploy all from within the IDE itself. The Force.com Migration Tool is ideal if you want to use a script or a command-line utility for moving metadata between a local directory and a Salesforce organization.

### Supported Editions and Platforms

---

Metadata API is available in Enterprise Edition, Performance Edition, Unlimited Edition, Developer Edition, or Database.com. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

### Quick Start

---

The easiest way to access the functionality in Metadata API is to use the Force.com IDE or Force.com Migration Tool. These tools are built on top of Metadata API and use the standard Eclipse and Ant tools respectively to simplify the task of working with Metadata API. Built on the Eclipse platform, the Force.com IDE provides a comfortable environment for programmers familiar with integrated development

environments, allowing you to code, compile, test, and deploy all from within the IDE itself. The Force.com Migration Tool is ideal if you want to use a script or a command-line utility for moving metadata between a local directory and a Salesforce organization. For more information about the Force.com IDE or Force.com Migration Tool, see [developer.salesforce.com](http://developer.salesforce.com).

However, the underlying calls of Metadata API have been exposed for you to use directly, if you prefer to build your own client applications. This quick start gives you all the information you need to start writing applications that directly use Metadata API to manage customizations for your organization. It shows you how to get started with File-Based Development. For an example of CRUD-Based Development, see Java Sample for CRUD-Based Development with Synchronous Calls.

## Prerequisites

Make sure you complete these prerequisites before you start using Metadata API.

- Create a development environment.

It is strongly recommended that you use a sandbox, which is an exact replica of your production organization. Enterprise, Unlimited, and Performance Editions come with a free developer sandbox. For more information, see

<http://www.salesforce.com/platform/cloud-infrastructure/sandbox.jsp>.

Alternatively, you can use a Developer Edition organization, which provides access to all of the features available with Enterprise Edition, but is limited by the number of users and the amount of storage space. A Developer Edition organization is not a copy of your production organization, but it provides an environment where you can build and test your solutions without affecting your organization's data. Developer Edition accounts are available for free at

<http://developer.salesforce.com/signup>.

- Identify a user that has the "API Enabled" and "Modify All Data" permissions. These permissions are required to access Metadata API calls.
- Install a SOAP client. Metadata API works with current SOAP development environments, including, but not limited to, Visual Studio® .NET and the Force.com Web Service Connector (WSC).

In this document, we provide Java examples based on WSC and JDK 6 (Java Platform Standard Edition Development Kit 6). To run the samples, first download the latest force-wsc JAR file and its dependencies (dependencies are listed on the page when you select a version) from

[mvnrepository.com/artifact/com.force.api/force-wsc/](http://mvnrepository.com/artifact/com.force.api/force-wsc/).



**Note:** Development platforms vary in their SOAP implementations. Implementation differences in certain development platforms might prevent access to some or all of the features in Metadata API.



## Step 1: Generate or Obtain the Web Service WSDLs for Your Organization

To access Metadata API calls, you need a Web Service Description Language (WSDL) file. The WSDL file defines the Web service that is available to you. Your development platform uses this WSDL to generate stub code to access the Web service it defines. You can either obtain the WSDL file from your organization's Salesforce administrator, or you can generate it yourself if you have access to the WSDL download page in the Salesforce user interface. For more information about WSDL, see

<http://www.w3.org/TR/wsdl>.

Before you can access Metadata API calls, you must authenticate to use the Web service using the `login()` call, which is defined in the enterprise WSDL and the partner WSDL. Therefore, you must also obtain one of these WSDLs.

Any user with the "Modify All Data" permission can download the WSDL file to integrate and extend the Salesforce platform. (The System Administrator profile has this permission.)

The sample code in [Step 3: Walk through the Java Sample Code](#) on page 86 uses the enterprise WSDL, though the partner WSDL works equally well.

To generate the metadata and enterprise WSDL files for your organization:

1. Log in to your Salesforce account. You must log in as an administrator or as a user who has the "Modify All Data" permission.
2. From Setup, click **Develop > API**.
3. Click **Generate Metadata WSDL** and save the XML WSDL file to your file system.
4. Click **Generate Enterprise WSDL** and save the XML WSDL file to your file system.

## Step 2: Import the WSDL Files Into Your Development Platform

Once you have the WSDL files, import them into your development platform so that your development environment can generate the necessary objects for use in building client Web service applications. This section provides sample instructions for WSC. For instructions about other development platforms, see your platform's product documentation.




**Note:** The process for importing WSDL files is identical for the metadata and enterprise WSDL files.

## Instructions for Java Environments (WSC)

Java environments access the API through Java objects that serve as proxies for their server-side counterparts. Before using the API, you must first generate these objects from your organization's WSDL file.

Each SOAP client has its own tool for this process. For WSC, use the `wsdlc` utility.

 **Note:** Before you run `wsdlc`, you must have the WSC JAR file installed on your system and referenced in your classpath. You can download the latest force-wsc JAR file and its dependencies (dependencies are listed on the page when you select a version) from [mvnrepository.com/artifact/com.force.api/force-wsc/](https://mvnrepository.com/artifact/com.force.api/force-wsc/).

The basic syntax for `wsdlc` is:

```
java -classpath pathToWsc;pathToWscDependencies
com.sforce.ws.tools.wsdlc pathToWsd1/Wsd1Filename
pathToOutputJar/OutputJarFilename
```

For example, on Windows:

```
java -classpath force-wsc-30.0.0.jar;ST4-4.0.7.jar;antlr-runtime-3.5.jar
com.sforce.ws.tools.wsdlc metadata.wsd1 metadata.jar
```

On Mac OS X and Unix, use a colon instead of a semicolon in between items in the classpath:

```
java -classpath force-wsc-30.0.0.jar:ST4-4.0.7.jar:antlr-runtime-3.5.jar
com.sforce.ws.tools.wsdlc metadata.wsd1 metadata.jar
```

`wsdlc` generates a JAR file and Java source code and bytecode files for use in creating client applications. Repeat this process for the enterprise WSDL to create an enterprise.JAR file.

## Step 3: Walk through the Java Sample Code

Once you have imported the WSDL files, you can begin building client applications that use Metadata API. The sample is a good starting point for writing your own code.

Before you run the sample, modify your project and the code to:

1. Include the WSC JAR, its dependencies, and the JAR files you generated from the WSDLs.

 **Note:** Although WSC has other dependencies, the following sample only requires Rhino (`js-1.7R2.jar`), which you can download from [mvnrepository.com/artifact/rhino/js](https://mvnrepository.com/artifact/rhino/js).

2. Update USERNAME and PASSWORD variables in the `MetadataLoginUtil.login()` method with your user name and password. If your current IP address isn't in your organization's trusted IP range, you'll need to append a security token to the password.

3. If you are using a sandbox, be sure to change the login URL.

## Login Utility

Java users can use `ConnectorConfig` to connect to Enterprise, Partner, and Metadata SOAP API. `MetadataLoginUtil` creates a `ConnectorConfig` object and logs in using the Enterprise WSDL login method. Then it retrieves `sessionId` and `metadataServerUrl` to create a `ConnectorConfig` and connects to Metadata API endpoint. `ConnectorConfig` is defined in WSC.

The `MetadataLoginUtil` class abstracts the login code from the other parts of the sample, allowing portions of this code to be reused without change across different Salesforce APIs.

```
import com.sforce.soap.enterprise.EnterpriseConnection;
import com.sforce.soap.enterprise.LoginResult;
import com.sforce.soap.metadata.MetadataConnection;
import com.sforce.ws.ConnectionException;
import com.sforce.ws.ConnectorConfig;

/**
 * Login utility.
 */
public class MetadataLoginUtil {

    public static MetadataConnection login() throws ConnectionException
    {
        final String USERNAME = "user@company.com";
        // This is only a sample. Hard coding passwords in source files
        // is a bad practice.
        final String PASSWORD = "password";
        final String URL =
            "https://login.salesforce.com/services/Soap/c/34.0";
        final LoginResult loginResult = loginToSalesforce(USERNAME,
            PASSWORD, URL);
        return createMetadataConnection(loginResult);
    }

    private static MetadataConnection createMetadataConnection(
        final LoginResult loginResult) throws ConnectionException
    {
        final ConnectorConfig config = new ConnectorConfig();
        config.setServiceEndpoint(loginResult.getMetadataServerUrl());
    }
}
```

```
        config.setSessionId(loginResult.getSessionId());
        return new MetadataConnection(config);
    }

    private static LoginResult loginToSalesforce(
        final String username,
        final String password,
        final String loginUrl) throws ConnectionException {
        final ConnectorConfig config = new ConnectorConfig();
        config.setAuthEndpoint(loginUrl);
        config.setServiceEndpoint(loginUrl);
        config.setManualLogin(true);
        return (new EnterpriseConnection(config)).login(username,
password);
    }
}
```

### Java Sample Code for File-Based Development

The sample code logs in using the [login utility](#). Then it displays a menu with retrieve, deploy, and exit.

The `retrieve()` and `deploy()` calls both operate on a zip file named `components.zip`. The `retrieve()` call retrieves components from your organization into `components.zip`, and the `deploy()` call deploys the components in `components.zip` to your organization. If you save the sample to your computer and execute it, run the retrieve option first so that you have a `components.zip` file that you can subsequently deploy. After a retrieve call, the sample calls `checkRetrieveStatus()` in a loop until the operation is completed. Similarly, after a deploy call, the sample checks `checkDeployStatus()` in a loop until the operation is completed.

The `retrieve()` call uses a manifest file to determine the components to retrieve from your organization. A sample `package.xml` manifest file follows. For more details on the manifest file structure, see [Working with the Zip File](#). For this sample, the manifest file retrieves all custom objects, custom tabs, and page layouts.

```
<?xml version="1.0" encoding="UTF-8"?>
<Package xmlns="http://soap.sforce.com/2006/04/metadata">
    <types>
        <members>*</members>
        <name>CustomObject</name>
    </types>
    <types>
        <members>*</members>
        <name>CustomTab</name>
    </types>
</Package>
```

```

</types>
<types>
  <members>*</members>
  <name>Layout</name>
</types>
<version>34.0</version>
</Package>

```

Note the error handling code that follows each API call.

```

import java.io.*;
import java.nio.channels.Channels;
import java.nio.channels.FileChannel;
import java.nio.channels.ReadableByteChannel;
import java.rmi.RemoteException;
import java.util.*;

import javax.xml.parsers.*;

import org.w3c.dom.*;
import org.xml.sax.SAXException;

import com.sforce.soap.metadata.*;

/**
 * Sample that logs in and shows a menu of retrieve and deploy metadata
 * options.
 */
public class FileBasedDeployAndRetrieve {

    private MetadataConnection metadataConnection;

    private static final String ZIP_FILE = "components.zip";

    // manifest file that controls which components get retrieved
    private static final String MANIFEST_FILE = "package.xml";

    private static final double API_VERSION = 29.0;

    // one second in milliseconds
    private static final long ONE_SECOND = 1000;

    // maximum number of attempts to deploy the zip file
    private static final int MAX_NUM_POLL_REQUESTS = 50;

```

```
private BufferedReader reader = new BufferedReader(new
InputStreamReader(System.in));

public static void main(String[] args) throws Exception {
    FileBasedDeployAndRetrieve sample = new
FileBasedDeployAndRetrieve();
    sample.run();
}

public FileBasedDeployAndRetrieve() {

private void run() throws Exception {
    this.metadataConnection = MetadataLoginUtil.login();

    // Show the options to retrieve or deploy until user exits
    String choice = getUsersChoice();
    while (choice != null && !choice.equals("99")) {
        if (choice.equals("1")) {
            retrieveZip();
        } else if (choice.equals("2")) {
            deployZip();
        } else {
            break;
        }
        // show the options again
        choice = getUsersChoice();
    }
}

/*
 * Utility method to present options to retrieve or deploy.
 */
private String getUsersChoice() throws IOException {
    System.out.println(" 1: Retrieve");
    System.out.println(" 2: Deploy");
    System.out.println("99: Exit");
    System.out.println();
    System.out.print("Enter 1 to retrieve, 2 to deploy, or 99 to
exit: ");
    // wait for the user input.
    String choice = reader.readLine();
    return choice != null ? choice.trim() : "";
```

```

    }

    private void deployZip() throws Exception {
        byte zipBytes[] = readZipFile();
        DeployOptions deployOptions = new DeployOptions();
        deployOptions.setPerformRetrieve(false);
        deployOptions.setRollbackOnError(true);
        AsyncResult asyncResult = metadataConnection.deploy(zipBytes,
        deployOptions);
        DeployResult result =
        waitForDeployCompletion(asyncResult.getId());
        if (!result.isSuccess()) {
            printErrors(result, "Final list of failures:\n");
            throw new Exception("The files were not successfully
        deployed");
        }
        System.out.println("The file " + ZIP_FILE + " was successfully
        deployed\n");
    }

    /*
    * Read the zip file contents into a byte array.
    */
    private byte[] readZipFile() throws Exception {
        byte[] result = null;
        // We assume here that you have a deploy.zip file.
        // See the retrieve sample for how to retrieve a zip file.
        File zipFile = new File(ZIP_FILE);
        if (!zipFile.exists() || !zipFile.isFile()) {
            throw new Exception("Cannot find the zip file for deploy()
        on path:"
            + zipFile.getAbsolutePath());
        }

        FileInputStream fileInputStream = new FileInputStream(zipFile);

        try {
            ByteArrayOutputStream bos = new ByteArrayOutputStream();
            byte[] buffer = new byte[4096];
            int bytesRead = 0;
            while (-1 != (bytesRead = fileInputStream.read(buffer)))
            {
                bos.write(buffer, 0, bytesRead);
            }
        }
    }

```

```

        result = bos.toByteArray();
    } finally {
        fileInputStream.close();
    }
    return result;
}

/*
 * Print out any errors, if any, related to the deploy.
 * @param result - DeployResult
 */
private void printErrors(DeployResult result, String messageHeader)
{
    DeployDetails details = result.getDetails();
    StringBuilder stringBuilder = new StringBuilder();
    if (details != null) {
        DeployMessage[] componentFailures =
details.getComponentFailures();
        for (DeployMessage failure : componentFailures) {
            String loc = "(" + failure.getLineNumber() + ", " +
failure.getColumnNumber();
            if (loc.length() == 0 &&
!failure.getFileName().equals(failure.getFullName()))
            {
                loc = "(" + failure.getFullName() + ")";
            }
            stringBuilder.append(failure.getFileName() + loc + ":"
+ failure.getProblem()).append('\n');
        }
        RunTestsResult rtr = details.getRunTestResult();
        if (rtr.getFailures() != null) {
            for (RunTestFailure failure : rtr.getFailures()) {
                String n = (failure.getNamespace() == null ? "" :
                    (failure.getNamespace() + ".")) +
failure.getName();
                stringBuilder.append("Test failure, method: " + n
+ "." +
                    failure.getMethodName() + " -- " +
failure.getMessage() +
                    " stack " + failure.getStackTrace() +
"\n\n");
            }
        }
    }
}

```



```

        }
    }
    if (rtr.getCodeCoverageWarnings() != null) {
        for (CodeCoverageWarning ccw :
rtr.getCodeCoverageWarnings()) {
            stringBuilder.append("Code coverage issue");
            if (ccw.getName() != null) {
                String n = (ccw.getNamespace() == null ? "" :
                    (ccw.getNamespace() + ".")) + ccw.getName();
                stringBuilder.append(", class: " + n);
            }
            stringBuilder.append(" -- " + ccw.getMessage() +
"\n");
        }
    }
}

if (stringBuilder.length() > 0) {
    stringBuilder.insert(0, messageHeader);
    System.out.println(stringBuilder.toString());
}

}

private void retrieveZip() throws Exception {
    RetrieveRequest retrieveRequest = new RetrieveRequest();
    // The version in package.xml overrides the version in
RetrieveRequest
    retrieveRequest.setApiVersion(API_VERSION);
    setUnpackaged(retrieveRequest);

    AsyncResult asyncResult =
metadataConnection.retrieve(retrieveRequest);
    RetrieveResult result = waitForRetrieveCompletion(asyncResult);

    if (result.getStatus() == RetrieveStatus.Failed) {
        throw new Exception(result.getErrorStatusCode() + " msg:
" +
            result.getErrorMessage());
    } else if (result.getStatus() == RetrieveStatus.Succeeded) {

        // Print out any warning messages
        StringBuilder stringBuilder = new StringBuilder();

```

```
        if (result.getMessages() != null) {
            for (RetrieveMessage rm : result.getMessages()) {
                stringBuilder.append(rm.getFileName() + " - " +
rm.getProblem() + "\n");
            }
        }
        if (stringBuilder.length() > 0) {
            System.out.println("Retrieve warnings:\n" + stringBuilder);
        }

        System.out.println("Writing results to zip file");
        File resultsFile = new File(ZIP_FILE);
        FileOutputStream os = new FileOutputStream(resultsFile);

        try {
            os.write(result.getZipFile());
        } finally {
            os.close();
        }
    }

    private DeployResult waitForDeployCompletion(String asyncResultId)
throws Exception {
        int poll = 0;
        long waitTimeMilliSecs = ONE_SECOND;
        DeployResult deployResult;
        boolean fetchDetails;
        do {
            Thread.sleep(waitTimeMilliSecs);
            // double the wait time for the next iteration

            waitTimeMilliSecs *= 2;
            if (poll++ > MAX_NUM_POLL_REQUESTS) {
                throw new Exception(
                    "Request timed out. If this is a large set of
metadata components, " +
                    "ensure that MAX_NUM_POLL_REQUESTS is sufficient.");
            }
            // Fetch in-progress details once for every 3 polls
            fetchDetails = (poll % 3 == 0);
        }
```

```

        deployResult =
metadataConnection.checkDeployStatus(asyncResultId, fetchDetails);
        System.out.println("Status is: " +
deployResult.getStatus());
        if (!deployResult.isDone() && fetchDetails) {
            printErrors(deployResult, "Failures for deployment in
progress:\n");
        }
    }
    while (!deployResult.isDone());

    if (!deployResult.isSuccess() &&
deployResult.getErrorStatusCode() != null) {
        throw new Exception(deployResult.getErrorStatusCode() + "
msg: " +
            deployResult.getErrorMessage());
    }

    if (!fetchDetails) {
        // Get the final result with details if we didn't do it
in the last attempt.
        deployResult =
metadataConnection.checkDeployStatus(asyncResultId, true);
    }

    return deployResult;
}

private RetrieveResult waitForRetrieveCompletion(AsyncResult
asyncResult) throws Exception {
    // Wait for the retrieve to complete
    int poll = 0;
    long waitTimeMilliSecs = ONE_SECOND;
    String asyncResultId = asyncResult.getId();
    RetrieveResult result = null;
    do {
        Thread.sleep(waitTimeMilliSecs);
        // Double the wait time for the next iteration
        waitTimeMilliSecs *= 2;
        if (poll++ > MAX_NUM_POLL_REQUESTS) {
            throw new Exception("Request timed out. If this is a
large set " +
                "of metadata components, check that the time allowed
" +

```

```
        "by MAX_NUM_POLL_REQUESTS is sufficient.");
    }
    result = metadataConnection.checkRetrieveStatus(
        asyncResultId);
    System.out.println("Retrieve Status: " +
result.getStatus());
    } while (!result.isDone());

    return result;
}

private void setUnpackaged(RetrieveRequest request) throws Exception
{
    // Edit the path, if necessary, if your package.xml file is
located elsewhere
    File unpackedManifest = new File(MANIFEST_FILE);
    System.out.println("Manifest file: " +
unpackedManifest.getAbsolutePath());

    if (!unpackedManifest.exists() || !unpackedManifest.isFile())
    {
        throw new Exception("Should provide a valid retrieve
manifest " +
        "for unpackaged content. Looking for " +
        unpackedManifest.getAbsolutePath());
    }

    // Note that we use the fully qualified class name because
// of a collision with the java.lang.Package class
com.sforce.soap.metadata.Package p =
parsePackageManifest(unpackedManifest);
    request.setUnpackaged(p);
}

private com.sforce.soap.metadata.Package parsePackageManifest(File
file)
    throws ParserConfigurationException, IOException,
SAXException {
    com.sforce.soap.metadata.Package packageManifest = null;
    List<PackageTypeMembers> listPackageTypes = new
ArrayList<PackageTypeMembers>();
    DocumentBuilder db =
DocumentBuilderFactory.newInstance().newDocumentBuilder();
```

```

        InputStream inputStream = new FileInputStream(file);
        Element d = db.parse(inputStream).getDocumentElement();
        for (Node c = d.getFirstChild(); c != null; c =
c.getNextSibling()) {
            if (c instanceof Element) {
                Element ce = (Element) c;
                NodeList nodeList = ce.getElementsByTagName("name");
                if (nodeList.getLength() == 0) {
                    continue;
                }
                String name = nodeList.item(0).getTextContent();
                NodeList m = ce.getElementsByTagName("members");
                List<String> members = new ArrayList<String>();
                for (int i = 0; i < m.getLength(); i++) {
                    Node mm = m.item(i);
                    members.add(mm.getTextContent());
                }
                PackageTypeMembers packageTypes = new
PackageTypeMembers();
                packageTypes.setName(name);
                packageTypes.setMembers(members.toArray(new
String[members.size()]));
                listPackageTypes.add(packageTypes);
            }
        }
        packageManifest = new com.sforce.soap.metadata.Package();
        PackageTypeMembers[] packageTypesArray =
            new PackageTypeMembers[listPackageTypes.size()];
        packageManifest.setTypes(listPackageTypes.toArray(packageTypesArray));

        packageManifest.setVersion(API_VERSION + "");
        return packageManifest;
    }
}

```

## Best Practices

---

Consider the best practices in this section.

## Testing Metadata Changes

You should verify initial metadata changes in a test environment rather than directly on your production organization.

It is strongly recommended that you use a sandbox, which is an exact replica of your production organization. Enterprise, Unlimited, and Performance Editions come with a free developer sandbox. For more information, see

<http://www.salesforce.com/platform/cloud-infrastructure/sandbox.jsp>.

Alternatively, you can use a Developer Edition organization, which provides access to all of the features available with Enterprise Edition, but is limited by the number of users and the amount of storage space. A Developer Edition organization is not a copy of your production organization, but it provides an environment where you can build and test your solutions without affecting your organization's data.

Developer Edition accounts are available for free at

<http://developer.salesforce.com/signup>.

## Other Common Metadata Issues

The most common metadata issues are detailed below:

- Retrieving custom fields on standard objects — When you use the wildcard symbol in `package.xml`, to retrieve all objects, you will not retrieve standard objects, or custom fields on standard objects. To retrieve custom fields on standard objects, you must name the component in `package.xml`.
- Profiles or permission sets and field-level security — The contents of a retrieved profile or permission set depend on the other contents of the retrieve request. For example, field-level security information for fields included in custom objects is returned at the same time as profiles or permission sets. For more information, see Profile and PermissionSet in the [Metadata API Developer's Guide](#).
- Workflow — A `.workflow` file is a container for the individual workflow components associated with an object, including WorkflowAlert, WorkflowFieldUpdate, WorkflowOutboundMessage, WorkflowRule, and WorkflowTask. To retrieve all workflows, include the following XML in `package.xml`:

```
<types>
  <members>*</members>
  <name>Workflow</name>
</types>
```

- Retrieving or deploying components that depend on an object definition — The following metadata components are dependent on a particular object for their definition: CustomField, Picklist, RecordType, Weblink, and ValidationRule. This means you must dot-qualify the component name with the object name in `package.xml`, and may not use the wildcard symbol.

- Personal folders — Users' personal folders, for both reports and documents, are not exposed in Metadata API. To migrate reports or documents you must move them to a public folder.

## Resources

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Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Metadata API.

- Metadata API Developer's Guide
- Migration Tool Guide
- APIs and Integration forums





## CHAPTER 9 Bulk API

Bulk API provides programmatic access to allow you to efficiently load and retrieve your organization's data into Salesforce.

### When to Use Bulk API

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Bulk API is based on REST principles and is optimized for loading or deleting large sets of data. You can use it to query, insert, update, upsert, or delete a large number of records asynchronously by submitting batches which are processed in the background by Salesforce. Bulk API is designed to make it simple to process data from a few thousand to millions of records.

You can use Bulk API to process a set of records by creating a job that contains one or more batches. The job specifies which object is being processed and what type of action is being used (query, insert, upsert, update, or delete). A batch is a set of records sent to the server in an HTTP POST request. Each batch is processed independently by the server, not necessarily in the order it is received. Batches may be processed in parallel. It's up to the client to decide how to divide the entire data set into a suitable number of batches.

### Supported Editions and Platforms

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To use Bulk API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

### Quick Start

---

Use the quick start sample in this section to create HTTP requests that insert new contact records using the REST-based Bulk API. The instructions progress through logging in, submitting the records, checking status, and retrieving the results.



**Note:** Before you begin building an integration or other client application:

- Install your development platform according to its product documentation.

- Read through all the steps before beginning this quick start. You may also wish to review the rest of this document to familiarize yourself with terms and concepts.

# Setting Up a Salesforce Developer Edition Organization

First, you must obtain a Salesforce Developer Edition organization and enable Bulk API:

1. Obtain a Salesforce Developer Edition organization.

If you're not already a member of the developer community, go to [developer.salesforce.com/signup](https://developer.salesforce.com/signup) and follow the instructions for signing up for a Developer Edition account. Even if you already have an Enterprise Edition, Unlimited Edition, or Performance Edition account, it's strongly recommended that you use Developer Edition for developing, staging, and testing your solutions against sample data to protect your organization's live data. This is especially true for applications that query, insert, update, or delete data (as opposed to simply reading data).

2. Enable Bulk API.

You must have the "API Enabled" permission. This permission is enabled in the System Administrator profile.

## Setting Up Your Client Application

The Bulk API uses HTTP GET and HTTP POST methods to send and receive CSV and XML content, so it's very simple to build client applications using the tool or the language of your choice. This quick start uses a command-line tool called cURL to simplify sending and receiving HTTP requests and responses.

cURL is pre-installed on many Linux and Mac systems. Windows users can download a version at [curl.haxx.se/](https://curl.haxx.se/). When using HTTPS on Windows, ensure that your system meets the cURL requirements for SSL.



**Note:** cURL is an open source tool and is not supported by Salesforce.

### Escaping the Session ID or Using Single Quotes on Mac and Linux Systems

When running the cURL examples for the REST resources, you may get an error on Mac and Linux systems due to the presence of the exclamation mark special character in the session ID argument. To avoid getting this error, do one of the following:

- Escape the exclamation mark (!) special character in the session ID by inserting a backslash before it (\!) when the session ID is enclosed within double quotes. For example, the session ID string in this cURL command has the exclamation mark (!) escaped:

```
curl https://instance_name.salesforce.com/services/data/v34.0/
-H "Authorization: Bearer
00D50000000IehZ\!AQcAQH0dMHZfz972Szmpkb58urFRkgeBGsxL_QJWwYMfAbUeeG7c1E6
LYUfiDUkWe6H34r1AAwOR8B8fLEz6n04NPGRrq0FM"
```

- Enclose the session ID within single quotes. For example:

```
curl https://instance_name.salesforce.com/services/data/v34.0/
-H 'Authorization: Bearer sessionID'
```

## Sending HTTP Requests with cURL

Now that you have configured cURL, you can start sending HTTP requests to the Bulk API. You send HTTP requests to a URI to perform operations with Bulk API.

The URI where you send HTTP requests has the following format:

*Web\_Services\_SOAP\_endpoint\_instance\_name/services/async/APIversion/Resource\_address*

The part after the API version (*Resource\_address*) varies depending on the job or batch being processed.

The easiest way to start using the Bulk API is to enable it for processing records in Data Loader using CSV files. If you use Data Loader, you don't need craft your own HTTP requests or write your own client application. For an example of writing a client application using Java, see Sample Client Application Using Java.

## Step 1: Logging In Using the SOAP API

The Bulk API doesn't provide a login operation, so you must use SOAP API to log in.

To log in to Salesforce using cURL:

1. Create a text file called `login.txt` containing the following text:

```
<?xml version="1.0" encoding="utf-8" ?>
<env:Envelope xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
  <env:Body>
    <n1:login xmlns:n1="urn:partner.soap.sforce.com">
```

```
<n1:username>your_username</n1:username>
<n1:password>your_password</n1:password>
</n1:login>
</env:Body>
</env:Envelope>
```

2. Replace *your\_username* and *your\_password* with your Salesforce user name and password.
3. Using a command-line window, execute the following cURL command:

```
curl https://login.salesforce.com/services/Soap/u/34.0 -H
"Content-Type: text/xml; charset=UTF-8" -H "SOAPAction: login"
-d @login.txt
```

The `Soap/u/` portion of the URL specifies the partner WSDL. You can use `Soap/c/` to specify the enterprise WSDL.

4. Salesforce returns an XML response that includes `<sessionId>` and `<serverUrl>` elements. Note the values of the `<sessionId>` element and the first part of the host name (instance), such as `na1-api`, from the `<serverUrl>` element. Use these values in subsequent requests to the Bulk API.

## Step 2: Creating a Job

Before you can load any data, you first have to create a job. The job specifies the type of object, such as Contact, that you're loading, and the operation that you're performing, such as query, insert, update, upsert, or delete. A job also grants you some control over the data load process. For example, you can abort a job that is in progress.

To create a job using cURL:

1. Create a text file called `job.txt` containing the following text:

```
<?xml version="1.0" encoding="UTF-8"?>
<jobInfo xmlns="http://www.force.com/2009/06/asynccapi/dataload">

  <operation>insert</operation>
  <object>Contact</object>
  <contentType>CSV</contentType>
</jobInfo>
```



**Warning:** The operation value must be all lower case. For example, you get an error if you use `INSERT` instead of `insert`.

2. Using a command-line window, execute the following cURL command:

```
curl https://instance.salesforce.com/services/async/34.0/job
-H "X-SFDC-Session: sessionId" -H "Content-Type:
application/xml; charset=UTF-8" -d @job.txt
```

*instance* is the portion of the `<serverUrl>` element and *sessionId* is the `<sessionId>` element that you noted in the login response.

Salesforce returns an XML response with data such as the following:

```
<?xml version="1.0" encoding="UTF-8"?>
<jobInfo
  xmlns="http://www.force.com/2009/06/asyncapi/dataload">
  <id>750x0000000005LAAQ</id>
  <operation>insert</operation>
  <object>Contact</object>
  <createdById>005x0000000wPWdAAM</createdById>
  <createdDate>2009-09-01T16:42:46.000Z</createdDate>
  <systemModstamp>2009-09-01T16:42:46.000Z</systemModstamp>
  <state>Open</state>
  <concurrencyMode>Parallel</concurrencyMode>
  <contentType>CSV</contentType>
  <numberBatchesQueued>0</numberBatchesQueued>
  <numberBatchesInProgress>0</numberBatchesInProgress>
  <numberBatchesCompleted>0</numberBatchesCompleted>
  <numberBatchesFailed>0</numberBatchesFailed>
  <numberBatchesTotal>0</numberBatchesTotal>
  <numberRecordsProcessed>0</numberRecordsProcessed>
  <numberRetries>0</numberRetries>
  <apiVersion>34.0</apiVersion>
</jobInfo>
```

3. Note the value of the job ID returned in the `<id>` element. Use this ID in subsequent operations.

## Step 3: Adding a Batch to the Job

After creating the job, you're now ready to create a batch of contact records. You send data in batches in separate HTTP POST requests. The URI for each request is similar to the one you used when creating the job, but you append **jobId**/batch to the URI.

Format the data as either CSV or XML if you're not including binary attachments. For information about binary attachments, see Loading Binary Attachments. For information about batch size limitations, see Batch size and limits.

This example shows CSV as this is the recommended format. It's your responsibility to divide up your data set in batches that fit within the limits. In this example, we'll keep it very simple with just a few records.

To add a batch to a job:

1. Create a CSV file named `data.csv` with the following two records:

```
FirstName,LastName,Department,Birthdate,Description
Tom,Jones,Marketing,1940-06-07Z,"Self-described as ""the top""
branding guru on the West Coast"
Ian,Dury,R&D,"World-renowned expert in fuzzy logic design.
Influential in technology purchases."
```

Note that the value for the `Description` field in the last row spans multiple lines, so it's wrapped in double quotes.

2. Using a command-line window, execute the following cURL command:

```
curl
https://instance.salesforce.com/services/async/34.0/job/jobId/batch
-H "X-SFDC-Session: sessionId" -H "Content-Type: text/csv;
charset=UTF-8" --data-binary @data.csv
```

*instance* is the portion of the `<serverUrl>` element and *sessionId* is the `<sessionId>` element that you noted in the login response. *jobId* is the job ID that was returned when you created the job.

Salesforce returns an XML response with data such as the following:

```
<?xml version="1.0" encoding="UTF-8"?>
<batchInfo
  xmlns="http://www.force.com/2009/06/asyncapi/dataload">
  <id>751x00000000079AAA</id>
  <jobId>750x0000000005LAAQ</jobId>
  <state>Queued</state>
  <createdDate>2009-09-01T17:44:45.000Z</createdDate>
  <systemModstamp>2009-09-01T17:44:45.000Z</systemModstamp>
  <numberRecordsProcessed>0</numberRecordsProcessed>
</batchInfo>
```

Salesforce does not parse the CSV content or otherwise validate the batch until later. The response only acknowledges that the batch was received.

3. Note the value of the batch ID returned in the `<id>` element. You can use this batch ID later to check the status of the batch.

## Step 4: Closing the Job

When you're finished submitting batches to Salesforce, close the job. This informs Salesforce that no more batches will be submitted for the job, which, in turn, allows the monitoring page in Salesforce to return more meaningful statistics on the progress of the job.

To close a job using cURL:

1. Create a text file called `close_job.txt` containing the following text:

```
<?xml version="1.0" encoding="UTF-8"?>
<jobInfo xmlns="http://www.force.com/2009/06/asynccapi/dataload">

  <state>Closed</state>
</jobInfo>
```

2. Using a command-line window, execute the following cURL command:

```
curl
https://instance.salesforce.com/services/asynccapi/34.0/job/jobId
-H "X-SFDC-Session: sessionId" -H "Content-Type:
application/xml; charset=UTF-8" -d @close_job.txt

instance is the portion of the <serverUrl> element and sessionId is the
<sessionId> element that you noted in the login response. jobId is the job ID that was
returned when you created the job.
```

This cURL command updates the job resource state from `Open` to `Closed`.

## Step 5: Checking Batch Status

You can check the status of an individual batch by running the following cURL command:

```
curl
https://instance.salesforce.com/services/asynccapi/34.0/job/jobId/batch/batchId
-H "X-SFDC-Session: sessionId"
```

**instance** is the portion of the `<serverUrl>` element and **sessionId** is the `<sessionId>` element that you noted in the login response. **jobId** is the job ID that was returned when you created the job. **batchId** is the batch ID that was returned when you added a batch to the job.

Salesforce returns an XML response with data such as the following:

```
<?xml version="1.0" encoding="UTF-8"?>
<batchInfo
  xmlns="http://www.force.com/2009/06/asynccapi/dataload">
```

```
<id>751x00000000079AAA</id>
<jobId>750x0000000005LAAQ</jobId>
<state>Completed</state>
<createdDate>2009-09-01T17:44:45.000Z</createdDate>
<systemModstamp>2009-09-01T17:44:45.000Z</systemModstamp>
<numberRecordsProcessed>2</numberRecordsProcessed>
</batchInfo>
```

If Salesforce couldn't read the batch content or if the batch contained errors, such as invalid field names in the CSV header row, the batch state is `Failed`. When batch state is `Completed`, all records in the batch have been processed. However, individual records may have failed. You need to retrieve the batch result to see the status of individual records.

You don't have to check the status of each batch individually. You can check the status for all batches that are part of the job by running the following cURL command:

```
curl
https://instance.salesforce.com/services/async/34.0/job/jobId/batch
-H "X-SFDC-Session: sessionId"
```

### Step 6: Retrieving Batch Results

Once a batch is `Completed`, you need to retrieve the batch result to see the status of individual records.

Retrieve the results for an individual batch by running the following cURL command:

```
curl
https://instance.salesforce.com/services/async/34.0/job/jobId/batch/batchId/result
-H "X-SFDC-Session: sessionId"
```

*instance* is the portion of the `<serverUrl>` element and *sessionId* is the `<sessionId>` element that you noted in the login response. *jobId* is the job ID that was returned when you created the job. *batchId* is the batch ID that was returned when you added a batch to the job.

Salesforce returns a response with data such as the following:

```
"Id","Success","Created","Error"
"003x00000004ouM4AAI","true","true",""
"003x00000004ouM5AAI","true","true",""
```

The response body is a CSV file with a row for each row in the batch request. If a record was created, the ID is contained in the row. If a record was updated, the value in the `Created` column is false. If a record failed, the `Error` column contains an error message.



## Best Practices

---

Consider the best practices explained in this section.

### General Guidelines for Data Loads

This section gives you some tips for planning your data loads for optimal processing time. Always test your data loads in a sandbox organization first. Note that the processing times may be different in a production organization.

#### Use Parallel Mode Whenever Possible

You get the most benefit from the Bulk API by processing batches in parallel, which is the default mode and enables faster loading of data. However, sometimes parallel processing can cause lock contention on records. The alternative is to process using serial mode. Don't process data in serial mode unless you know this would otherwise result in lock timeouts and you can't reorganize your batches to avoid the locks.

You set the processing mode at the job level. All batches in a job are processed in parallel or serial mode.

#### Organize Batches to Minimize Lock Contention

For example, when an AccountTeamMember record is created or updated, the account for this record is locked during the transaction. If you load many batches of AccountTeamMember records and they all contain references to the same account, they all try to lock the same account and it's likely that you'll experience a lock timeout. Sometimes, lock timeouts can be avoided by organizing data in batches. If you organize AccountTeamMember records by AccountId so that all records referencing the same account are in a single batch, you minimize the risk of lock contention by multiple batches.

The Bulk API doesn't generate an error immediately when encountering a lock. It waits a few seconds for its release and, if it doesn't happen, the record is marked as failed. If there are problems acquiring locks for more than 100 records in a batch, the Bulk API places the remainder of the batch back in the queue for later processing. When the Bulk API processes the batch again later, records marked as failed are not retried. To process these records, you must submit them again in a separate batch.


If the Bulk API continues to encounter problems processing a batch, it's placed back in the queue and reprocessed up to 10 times before the batch is permanently marked as failed. Even if the batch failed, some records could have completed successfully. To get batch results to see which records, if any, were processed, see [Getting Batch Results](#). If errors persist, create a separate job to process the data in serial mode, which ensures that only one batch is processed at a time.

#### Be Aware of Operations that Increase Lock Contention

The following operations are likely to cause lock contention and necessitate using serial mode:

- Creating new users
- Updating ownership for records with private sharing
- Updating user roles
- Updating territory hierarchies

If you encounter errors related to these operations, create a separate job to process the data in serial mode.

 **Note:** Because your data model is unique to your organization, Salesforce can't predict exactly when you might see lock contention problems.

### Minimize Number of Fields

Processing time is faster if there are fewer fields loaded for each record. Foreign key, lookup relationship, and roll-up summary fields are more likely to increase processing time. It's not always possible to reduce the number of fields in your records, but, if it is possible, loading times will improve.

### Minimize Number of Workflow Actions

Workflow actions increase processing time.


### Minimize Number of Triggers

You can use parallel mode with objects that have associated triggers if the triggers don't cause side-effects that interfere with other parallel transactions. However, Salesforce doesn't recommend loading large batches for objects with complex triggers. Instead, you should rewrite the trigger logic as a [batch Apex](#) job that is executed after all the data has loaded.

### Optimize Batch Size

Salesforce shares processing resources among all its customers. To ensure that each organization doesn't have to wait too long to process its batches, any batch that takes more than 10 minutes is suspended and returned to the queue for later processing. The best course of action is to submit batches that process in less than 10 minutes. For more information on monitoring timing for batch processing, see [Monitoring a Batch](#).

Batch sizes should be adjusted based on processing times. Start with 5000 records and adjust the batch size based on processing time. If it takes more than five minutes to process a batch, it may be beneficial to reduce the batch size. If it takes a few seconds, the batch size should be increased. If you get a timeout error when processing a batch, split your batch into smaller batches, and try again. For more information, see [Bulk API Limits](#).

 **Note:** For Bulk queries, the batch size is not applied to either the query result set, or the retrieved data size. If your bulk query is taking too long to process, you will need to filter your query statement to return less data.

### Minimize Number of Batches in the Asynchronous Queue

Salesforce uses a queue-based framework to handle asynchronous processes from such sources as future and batch Apex, as well as Bulk API batches. This queue is used to balance request workload across organizations. If more than 2,000 unprocessed requests from a single organization are in the queue, any additional requests from the same organization will be delayed while the queue handles requests from other organizations. Minimize the number of batches submitted at one time to ensure that your batches are not delayed in the queue.

## Using Compression for Responses

In API version 27.0 and later, Bulk API can compress response data which reduces network traffic and improves response time.

Responses are compressed if the client makes a request using the `Accept-Encoding` header, with a value of `gzip`. Bulk API compresses the response in `gzip` format and sends the response to the client with a `Content-Encoding: gzip` response header. If a request is made using the `Accept-Encoding` header with a value other than `gzip`, the encoding type is ignored, and the response is not compressed.

As an example, if a Batch Results request is made with the `Accept-Encoding: gzip` header, the response looks something like:

```
HTTP/1.1 200 OK
Date: Tue, 09 Oct 2012 18:36:45 GMT
Content-Type: text/csv; charset=UTF-8
Content-Encoding: gzip
Transfer-Encoding: chunked

...compressed response body...
```

Bulk API follows the HTTP 1.1 standards for response compression. Most clients automatically support compressed responses. Visit <https://developer.salesforce.com/page/Tools> for more information on particular clients.

## Resources

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Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Bulk API.

- Bulk API Developer's Guide
- Salesforce Object Reference

## Chapter 9 Bulk API

- APIs and Integration forums

## CHAPTER 10 Streaming API

Use Streaming API to receive notifications for changes to Salesforce data that match a data query you define, in a secure and scalable way.

### When to Use Streaming API

---

Streaming API is useful when you want notifications to be pushed from the server to the client. Consider Streaming API for applications that poll frequently. Applications that have constant polling action against the Salesforce infrastructure, consuming unnecessary API call and processing time, would benefit from this API which reduces the number of requests that return no data. Streaming API is also ideal for applications that require general notification of data changes. This enables you to reduce the number of API calls and improve performance.

Streaming API events can be received by:

- Pages in the Salesforce application.
- Application servers outside of Salesforce.
- Clients outside the Salesforce application.

Streaming API uses push technology to send notification events to clients. In push technology, the server pushes out information to the client after the client has subscribed to a channel of information. In order for the client to receive the information, the client must maintain a connection to the server. Streaming API uses the Bayeux protocol and CometD, so the client-to-server connection is maintained through long polling.

### Supported Editions and Platforms

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To use Streaming API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

For Streaming API you should ensure that the “Streaming API” and “API Enabled” permissions are enabled for your organization, under Setup in **Customize > User Interface**.

## Quick Start Using Workbench

---

This quick start shows you how to get started with Streaming API by using Workbench. This quick start takes you step-by-step through the process of using Streaming API to receive a notification when a record is updated.

- [Prerequisites](#)
- [Step 1: Create an Object](#)
- [Step 2: Create a PushTopic](#)
- [Step 3: Subscribe to the PushTopic Channel](#)
- [Step 4: Test the PushTopic Channel](#)

### Prerequisites

You need access and appropriate permissions to complete the quick start steps.

- Access to a Developer Edition organization.

If you are not already a member of the Force.com developer community, go to [developer.salesforce.com/signup](https://developer.salesforce.com/signup) and follow the instructions for signing up for a Developer Edition organization. Even if you already have Enterprise Edition, Unlimited Edition, or Performance Edition, use Developer Edition for developing, staging, and testing your solutions against sample data to protect your organization's live data. This is especially true for applications that insert, update, or delete data (as opposed to simply reading data).

- The "API Enabled" permission must be enabled for your Developer Edition organization. This permission is enabled by default, but may have been changed by an administrator.
- The "Streaming API" permission must be enabled.



**Note:** To verify that the "API Enabled" and "Streaming API" permissions are enabled in your organization, from Setup, click **Customize > User Interface**.

- The logged-in user must have "Read" permission on the PushTopic standard object to receive notifications.
- The logged-in user must have "Create" permission on the PushTopic standard object to create and manage PushTopic records.
- The logged-in user must have "Author Apex" permissions to create a PushTopic by using the Developer Console.

## Step 1: Create an Object

The first step is to create an InvoiceStatement object. After you create a PushTopic and subscribe to it, you'll get notifications when an InvoiceStatement record is created, updated, deleted, or undeleted. You'll create the object with the user interface.

1. From Setup, click **Create > Objects**.
2. Click **New Custom Object** and fill in the custom object definition.
  - In the **Label field**, type *Invoice Statement*.
  - In the **Plural Label** field, type *Invoice Statements*.
  - Select **Starts with vowel sound**.
  - In the **Record Name** field, type *Invoice Number*.
  - In the **Data Type** field, select *Auto Number*.
  - In the **Display Format** field, type *INV-{0000}*.
  - In the **Starting Number** field, type *1*.
3. Click **Save**.
4. Add a Status field.
  - a. Scroll down to the Custom Fields & Relationships related list and click **New**.
  - b. For Data Type, select *Picklist* and click **Next**.
  - c. In the Field Label field, type *Status*.
  - d. Type the following picklist values in the box provided, with each entry on its own line.
 

Open  
 Closed  
 Negotiating  
 Pending
  - e. Select the checkbox for **Use first value as default value**.
  - f. Click **Next**.
  - g. For field-level security, select *Read Only* and then click **Next**.
  - h. Click **Save & New** to save this field and create a new one.
5. Now create an optional Description field.
  - a. In the Data Type field, select *Text Area* and click **Next**.
  - b. In the Field Label and Field Name fields, enter *Description*.

- c. Click **Next**, accept the defaults, and click **Next** again.
- d. Click **Save** to go the detail page for the Invoice Statement object.


Your InvoiceStatement object should now have two custom fields.

## Step 2: Create a PushTopic

Use the Developer Console to create the PushTopic record that contains a SOQL query. Event notifications are generated for updates that match the query. Alternatively, you can also use Workbench to create a PushTopic.

1. Select *Your Name* > **Developer Console**.
2. Click **Debug** > **Open Execute Anonymous Window**.
3. In the Enter Apex Code window, paste in the following Apex code, and click **Execute**.


```
PushTopic pushTopic = new PushTopic();
pushTopic.Name = 'InvoiceStatementUpdates';
pushTopic.Query = 'SELECT Id, Name, Status__c, Description__c
FROM Invoice_Statement__c';
pushTopic.ApiVersion = 34.0;
pushTopic.NotifyForOperationCreate = true;
pushTopic.NotifyForOperationUpdate = true;
pushTopic.NotifyForOperationUndelete = true;
pushTopic.NotifyForOperationDelete = true;
pushTopic.NotifyForFields = 'Referenced';
insert pushTopic;
```

 **Note:** If your organization has a namespace prefix defined, then you'll need to preface the custom object and field names with that namespace when you define the PushTopic query. For example, `SELECT Id, Name, namespace__Status__c, namespace__Description__c FROM namespace__Invoice_Statement__c`.

Because `NotifyForOperationCreate`, `NotifyForOperationUpdate`, `NotifyForOperationDelete` and `NotifyForOperationUndelete` are set to `true`, Streaming API evaluates records that are created, updated, deleted, or undeleted and generates a notification if the record matches the PushTopic query. Because `NotifyForFields` is set to `Referenced`, Streaming API will use fields in both the `SELECT` clause and the `WHERE` clause to generate a notification. Whenever the fields `Name`, `Status__c`, or `Description__c` are updated, a notification will be generated on this channel. For more information about `NotifyForOperationCreate`, `NotifyForOperationUpdate`,




`NotifyForOperationDelete`, `NotifyForOperationUndelete`, and `NotifyForFields`, see Event Notification Rules.

 **Note:** In API version 28.0 and earlier, notifications are only generated when records are created or updated. The `NotifyForOperationCreate`, `NotifyForOperationUpdate`, `NotifyForOperationDelete`, and `NotifyForOperationUndelete` fields are unavailable and the `NotifyForOperations` enum field is used instead to set which record events generate a notification. For more information see `PushTopic`.

## Step 3: Subscribe to the PushTopic Channel

In this step, you'll subscribe to the channel you created with the `PushTopic` record in the previous step.

 **Important:** Workbench is a free, open source, community-supported tool (see the Help page in Workbench). Salesforce provides a hosted instance of Workbench for demonstration purposes only—Salesforce recommends that you do not use this hosted instance of Workbench to access data in a production database. If you want to use Workbench for your production database, you can download, host, and configure it using your own resources.

You can download Workbench from <http://code.google.com/p/forceworkbench/downloads/list>.

1. In your browser, navigate to <https://developer.salesforce.com/page/Workbench>.
2. For Environment, select **Production**.
3. For API Version, select 34.0.
4. Accept the terms of service and click **Login with Salesforce**.
5. Once you successfully establish a connection to your database, you land on the Select page.
6. Click **queries > Streaming Push Topics**.
7. In the Push Topic field, select **InvoiceStatementUpdates**.
8. Click **Subscribe**.

You'll see the connection and response information and a response like "Subscribed to /topic/InvoiceStatementUpdates."

Keep this browser window open and make sure the connection doesn't time out. You'll be able to see the event notifications triggered by the `InvoiceStatement` record you create in the next step.

## Step 4: Test the PushTopic Channel

Make sure the browser that you used in [Step 3: Subscribe to the PushTopic Channel](#) stays open and the connection doesn't time out. You'll view event notifications in this browser.

The final step is to test the PushTopic channel by creating a new InvoiceStatement record in Workbench and viewing the event notification.

1. In a new browser window, open an instance of Workbench and log in using the same username by following the steps in [Step 3: Subscribe to the PushTopic Channel](#).



**Note:** If the user that makes an update to a record and the user that's subscribed to the channel don't share records, then the subscribed user won't receive the notification. For example, if the sharing model for the organization is private.

2. Click **data > Insert**.
3. For Object Type, select **Invoice\_Statement\_\_c**. Ensure that the **Single Record** field is selected, and click **Next**.
4. Type in a value for the **Description\_\_c** field.
5. Click **Confirm Insert**.
6. Switch over to your Streaming Push Topics browser window. You'll see a notification that the invoice statement was created. The notification returns the `Id`, `Status__c`, and `Description__c` fields that you defined in the SELECT statement of your PushTopic query. The message looks something like this:

```
{
  "channel": "/topic/InvoiceStatementUpdates",
  "data": {
    "event": {
      "type": "created",
      "createdDate": "2011-11-14T17:33:45.000+0000"
    },
    "subject": {
      "Name": "INV-0004",
      "Id": "a00D00000008oLi8IAE",
      "Description__c": "Test invoice statement",
      "Status__c": "Open"
    }
  }
}
```

## Best Practices

---

Consider the best practices explained in this section.

### Clients and Timeouts

Streaming API imposes two timeouts, as supported in the Bayeux protocol.

#### Socket timeout: 110 seconds

A client receives events (JSON-formatted HTTP responses) while it waits on a connection. If no events are generated and the client is still waiting, the connection times out after 110 seconds and the server closes the connection. Clients should reconnect before two minutes to avoid the connection timeout.

#### Reconnect timeout: 40 seconds

After receiving the events, a client needs to reconnect to receive the next set of events. If the reconnection doesn't happen within 40 seconds, the server expires the subscription and the connection is closed. If this happens, the client must start again and handshake, subscribe, and connect.

Each Streaming API client logs into an instance and maintains a session. When the client handshakes, connects, or subscribes, the session timeout is restarted. A client session times out if the client doesn't reconnect to the server within 40 seconds after receiving a response (an event, subscribe result, and so on).

Note that these timeouts apply to the Streaming API client session and not the Salesforce authentication session. If the client session times out, the authentication session remains active until the organization-specific timeout policy goes into effect.

### Clients and Cookies for Streaming API

The client you create to work with the Streaming API must obey the standard cookie protocol with the server. The client must accept and send the appropriate cookies for the domain and URI path, for example `https://instance_name.salesforce.com/cometd`.

Streaming API requirements on clients:

- The `"Content-Type: application/json"` header is required on all calls to the `cometd` servlet if the content of the post is JSON.
- A header containing the Salesforce session ID or OAuth token is required. For example, `Authorization: Bearer sessionId`.
- The client must accept and send back all appropriate cookies for the domain and URI path. Clients must obey the standard cookie protocol with the server.

- The subscribe response and other responses might contain the following fields. These fields aren't contained in the CometD specification.
  - `EventType` contains either `created` or `updated`.
  - `CreatedDate` contains the event's creation date.

## Supported Browsers

Streaming API supports the following browsers:

- Internet Explorer 8 and greater
- Firefox 4 and greater

We recommend using the latest version of your browser with the most recent security updates and fixes applied. For regions that must use Internet Explorer 6 or 7, Salesforce has confirmed that these browsers will work with Streaming API using jQuery 1.5.1 and CometD 2.2.0.

## HTTPS Recommended

Streaming API follows the preference set by your administrator for your organization. By default this is HTTPS. To protect the security of your data, we recommend you use HTTPS.

## Debugging Streaming API Applications

You must be able to see all of the requests and responses in order to debug Streaming API applications. Because Streaming API applications are stateful, you need to use a proxy tool to debug your application. Use a tool that can report the contents of all requests and results, such as [Burp Proxy](#), [Fiddler](#), or [Firebug](#).

The most common errors include:

- Browser and JavaScript issues
- Sending requests out of sequence
- Malformed requests that don't follow the Bayeux protocol
- Authorization issues
- Network or firewall issues with long-lived connections

Using these tools, you can look at the requests, headers, body of the post, as well as the results. If you must contact us for help, be sure to copy and save these elements to assist in troubleshooting.

The first step for any debugging process is to follow the instructions in the [Quick Start Using Workbench](#), [Example: Interactive Visualforce Page](#), [Example: Visualforce Page](#), or [Example: Java Client](#) and verify that

you can implement the samples provided. The next step is to use your debug tool to help isolate the symptoms and cause of any problems.

## 402 Error

You may sometimes receive an error notification that contains “402::Unknown client” and looks something like this:

```
Thu Mar 29 06:08:08 PDT 2012 [CHANNEL:META_CONNECT]:
{"id":"78","error":"402::Unknown
client","successful":false,"advice":{"interval":500,"reconnect":"handshake"}
```

This can be caused by various conditions including when your client connection times out. If you see this error, you should reconnect to the server with a handshake. For more information about client timeouts and Streaming API limits, see

[Clients and Timeouts](#) and [Streaming API Limits](#).

## Monitoring Events Usage

The number of events that can be generated in a 24-hour period depends on your type of organization. For more information, see [Streaming API Limits](#). You can monitor Streaming API events usage on the [Company Information](#) page.

- From Setup, click **Company Profile > Company Information**.

If you refresh the Company Information page, the Streaming API Events value may fluctuate slightly. Regardless of these small fluctuations, your limits are being assessed accurately.

## Notification Message Order

Changes to data in your organization happen in a sequential manner. However, the order in which you receive event notification messages in Streaming API isn't guaranteed. On the client side, you can use `createdDate` to order the notification messages returned in a channel. The value of `createdDate` is a UTC date/time value that indicates when the event occurred.

This code shows multiple messages, one generated by the creation of a record and one generated by the update of a record.

```
{
  "channel": "/topic/InvoiceStatementUpdates",
  "clientId": "1g177wgjj14omtdo3rc10hjhm4w",
  "data": {
```

```
    "event": {
      "type": "updated",
      "createdDate": "2013-05-10T18:16:19.000+0000"
    },
    "subject": {
      "Name": "INV-0002",
      "test_ds__Status__c": "Negotiating",
      "test_ds__Description__c": "Update to invoice statement #2",
      "Id": "a00D0000008pvxcIAA"
    }
  }
}

{
  "channel": "/topic/InvoiceStatementUpdates",
  "clientId": "1g177wgjj14omtdo3rc10hjhm4w",
  "data": {
    "event": {
      "type": "created",
      "createdDate": "2013-05-10T18:15:11.000+0000"
    },
    "subject": {
      "Name": "INV-0003",
      "test_ds__Status__c": "Open",
      "test_ds__Description__c": "New invoice statement #1",
      "Id": "a00D0000008pvzdIAA"
    }
  }
}
```

## Resources

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Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Streaming API.

- Streaming API Developer's Guide
- SOQL and SOSL Reference Guide
- APIs and Integration forums

## CHAPTER 11 Data.com API

The Data.com API Developer's Guide includes the Data.com Search API, Data.com Match API, Data.com Social Profile Match API, Data.com Purchase API, Data.com DUNSRight Match API, and the Purchasing Data.com Records process.

### **Data.com Search API**

A SOQL-based interface that searches the Data.com database for contacts and companies, and returns information for the fields you've specified. The API is available to customers who have purchased Data.com Prospector.

### **Data.com Match API**

A REST based API that provides a matching service (or algorithm) to match contact and company information with the latest Data.com data. The Match API is available to customers who have purchased Data.com Full Clean.

### **Data.com Purchase API**

Purchase Data.com company and contact records with the Data.com Purchase API. In a single POST request purchase multiple contacts or records. You can also retrieve purchase usage information, contact and company details, and detailed information on your purchases.

### **Data.com Social Profile Match API**

Match Data.com contacts with social handles such as LinkedIn and Twitter.

### **Data.com DUNSRight Match API**

Match companies by DUNS numbers and other key fields. The Data.com DUNSRight Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL.

### **Data.com Record Purchase Process Flow**

A general overview about the Data.com record purchase process.

## When to Use Data.com API

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The Data.com Purchase API provides a Connect-style API to purchase contacts or companies in a single API call.

Data.com Prospector and Data.com Clean already provide advanced searching and matching capabilities through Data.com. Use Data.com Search API and Data.com Match API to extend capabilities that Data.com

Prospector and Data.com Clean don't provide. Data.com API gives you a powerful, convenient, and simple interface for interacting with Salesforce.

Click [Introduction](#) to read about the latest Data.com APIs.

## Supported Editions and Platforms

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To use Data.com APIs, your organization must use Enterprise Edition, Performance Edition, or Developer Edition. Your organization must also purchase Data.com Prospector to use Data.com Search API, or Data.com Clean to use Data.com Match API, Data.com Social Profile Match API, or Data.com DUNSRight Match API. Contact your account representative to upgrade your edition of Salesforce, or to purchase Data.com Prospector or Data.com Clean.

For more information about all the latest Data.com APIs, see [Data.com API Developer's Guide](#).

## Data.com Search API

---

The Data.com Search API works with Datacloud objects to search the Data.com database for contacts and companies. The search is based on the criteria in the query and returns information for the specified fields.

There is a 24-hour rolling quota on the number of API calls that you can make. Your organization gets 1,000 daily calls for every Data.com Prospector license purchased. For example, an organization with 10 prospector licenses has a daily limit of 10,000 Search API calls ( $1,000 \times 10 = 10,000$ ). Call quotas are implemented at the Salesforce organization level.

You can view your API call limits from your organization's user interface.

1. From Setup, click **Data.com Administration > Licenses & Limits**.
2. View Data.com API Limits (Daily) under the Data.com API section.

For more information about all the latest Data.com APIs, see [Data.com API Developer's Guide](#).

### EDITIONS

Available in: **Developer**,  
**Professional** (add-on),  
**Enterprise**, and  
**Performance** Editions.



## Data.com Match API

The Data.com Match API provides a matching service (or algorithm) to match contact and company information with the latest Data.com data. The API matches your records with Data.com records and indicates how the records differ.

The REST API for Data.com Match has two resources.

- **DatacloudContact:** Returns matched data from Contacts in the Data.com database.
- **DatacloudCompany:** Returns matched data from Companies in the Data.com database.

Use POST requests to match your data with records in Data.com.

There is a 24-hour rolling quota on the number of API calls you can make. Your organization gets 1,000 daily calls for every licence purchased. For example, an organization with 10 clean licenses would have a daily limit of 10,000 Match API calls ( $1,000 \times 10 = 10,000$ ). Call quotas are implemented at the Salesforce organization level.

For more information about all the latest Data.com APIs, see [Data.com API Developer's Guide](#).

### EDITIONS

Available in: **Developer**, **Professional** (add-on), **Enterprise**, and **Performance** Editions.

## Data.com Purchase API

Purchase Data.com company and contact records with the Data.com Purchase API.

The Data.com Purchase API, part of the [Chatter REST API](#), is used to purchase Data.com contact and company records, retrieve record details, and get purchase details about specific orders.

## Data.com DUNSRight Match API

Use the Data.com DUNSRight Match API to match your account records with Data.com company records using the DUNSRight match engine. You can match by DUNS number and other key fields.

The Data.com DUNSRight Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL.



**Note:** All examples for the Data.com DUNSRight Match API have been formatted for readability.

## Data.com Social Profile Match API

---

Match Data.com contacts with social handles such as LinkedIn and Twitter.

The Data.com Social Profile Match API uses a unified match API call pattern. Match options can now be specified in the POST body instead of the URL.

## Purchasing Data.com Records

---

You can use the Data.com APIs to purchase contact or company records from Data.com. When you purchase a record, you get access to all the Data.com information for that record, all from within Salesforce.

For more information about all the latest Data.com APIs, see [Data.com API Developer's Guide](#).

## CHAPTER 12 SOQL and SOSL

Salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL) are a data query language and a data search language, respectively, used within many other Salesforce APIs.

### When to Use SOQL

---

Use SOQL whenever you need to construct powerful data query strings. SOQL isn't used directly, but rather through another Salesforce API environment. Some examples of where SOQL is used include:

- The `queryString` parameter in the `query()` and `queryAll()` SOAP API calls.
- The query request parameter used in the REST API query and queryAll resources.
- The query portion of a bulk query request in Bulk API.
- The query field in a PushTopic record that defines the basis of a Streaming API channel.
- The query strings for regular and dynamic SOQL statements in Apex.

SOQL is used to specify objects and fields, using a syntax similar to the SELECT statement in Structured Query Language (SQL). For example, the following SOQL statement returns the Id field for all Merchandise custom object records that have a Name value of "My Merchandise":

```
SELECT Id FROM Merchandise__c WHERE Name = 'My Merchandise'
```

### When to Use SOSL

---

Use SOSL whenever you need to construct data search strings. SOSL isn't used directly, but rather through another Salesforce API environment. Some examples of where SOSL is used include:

- The `searchString` parameter in the `search()` SOAP API call.
- The search request parameter used in the REST API search resource.
- The search strings for regular and dynamic SOSL statements in Apex.
- Visualforce controllers and getter methods.

SOSL is used to specify text to search for across all records in your organization, using a specialized search syntax. For example, the following SOSL statement returns the IDs of all records in your organization that contain the text “Joe Smith” or “Dan Fielding” in the Name field of any object:

```
FIND {"Joe Smith" OR "Dan Fielding"}  
IN NAME FIELDS
```

## Supported Editions and Platforms

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Since SOQL and SOSL aren’t directly accessed APIs, refer to the supported editions and platforms information for the API you are using that uses SOQL or SOSL.

Note that not every API supports SOQL and SOSL, and some APIs that do use them only support a subset of the available SOQL clauses. For example, a bulk query in Bulk API does not support nested queries or the COUNT, ROLLUP, SUM, GROUP BY CUBE, or OFFSET clauses. See the individual developer guides for the API you are using to determine how SOQL and SOSL are supported in that API.

## Resources

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Search on the Salesforce Developer’s Network at <http://developer.salesforce.com/docs> for the following resources on SOQL and SOSL.

- SOQL and SOSL Reference Guide
- APIs and Integration forums

## CHAPTER 13 Apex

Apex is an object-oriented, on-demand programming language that lets you add business logic and triggers for your organization's data on Salesforce.

### When to Use Apex

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Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Force.com platform server in conjunction with calls to the Force.com API. Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code can be initiated by Web service requests and from triggers on objects.

Use Apex if you want to:

- Create Web services.
- Create email services.
- Perform complex validation over multiple objects.
- Create complex business processes that are not supported by workflow.
- Create custom transactional logic (logic that occurs over the entire transaction, not just with a single record or object).
- Attach custom logic to another operation, such as saving a record, so that it occurs whenever the operation is executed, regardless of whether it originates in the user interface, a Visualforce page, or from SOAP API.

### Supported Editions and Platforms

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Apex is included in Enterprise Edition, Performance Edition, Unlimited Edition, Developer Edition, and Database.com. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

## Apex Quick Start

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Once you have a Developer Edition or sandbox organization, you may want to learn some of the core concepts of Apex. Because Apex is very similar to Java, you may recognize much of the functionality.

After reviewing the basics, you are ready to write your first Apex program—a very simple class, trigger, and unit test.

In addition, there is a more complex shipping invoice example that you can also walk through. This example illustrates many more features of the language.



**Note:** The Hello World and the shipping invoice samples require custom fields and objects. You can either create these on your own, or download the objects, fields and Apex code as a managed packaged from Force.com AppExchange. For more information, see <https://developer.salesforce.com/docs>.

## Writing Your First Apex Class and Trigger

This step-by-step tutorial shows how to create a simple Apex class and trigger. It also shows how to deploy these components to a production organization.

This tutorial is based on a custom object called Book that is created in the first step. This custom object is updated through a trigger.

## Creating a Custom Object

Prerequisites:

A Salesforce account in a sandbox **Performance, Unlimited**, or **Enterprise** Edition organization, or an account in a Developer organization.

For more information about creating a sandbox organization, see “Sandbox Overview” in the Salesforce online help. To sign up for a free Developer organization, see the [Developer Edition Environment Sign Up Page](#).

In this step, you create a custom object called Book with one custom field called Price.

1. Log into your sandbox or Developer organization.
2. From Setup, click **Create > Objects** and click **New Custom Object**.
3. Enter *Book* for the label.
4. Enter *Books* for the plural label.
5. Click **Save**.

Ta dah! You've now created your first custom object. Now let's create a custom field.

6. In the **Custom Fields & Relationships** section of the Book detail page, click **New**.
7. Select Number for the data type and click **Next**.
8. Enter *Price* for the field label.
9. Enter 16 in the length text box.
10. Enter 2 in the decimal places text box, and click **Next**.
11. Click **Next** to accept the default values for field-level security.
12. Click **Save**.

You've just created a custom object called Book, and added a custom field to that custom object. Custom objects already have some standard fields, like Name and CreatedBy, and allow you to add other fields that are more specific to your implementation. For this tutorial, the Price field is part of our Book object and it is accessed by the Apex class you will write in the next step.

## Adding an Apex Class

Prerequisites:

- A Salesforce account in a sandbox **Performance, Unlimited**, or **Enterprise** Edition organization, or an account in a Developer organization.
- [The Book custom object](#).

In this step, you add an Apex class that contains a method for updating the book price. This method is called by the trigger that you will be adding in the next step.

1. From Setup, click **Develop** > **Apex Classes** and click **New**.
2. In the class editor, enter this class definition:

```
public class MyHelloWorld {  
  
}
```

The previous code is the class definition to which you will be adding one method in the next step. Apex code is generally contained in *classes*. This class is defined as **public**, which means the class is available to other Apex classes and triggers. For more information, see [Classes, Objects, and Interfaces](#).

3. Add this method definition between the class opening and closing brackets.

```
public static void applyDiscount(Book__c[] books) {  
    for (Book__c b :books) {
```

```

        b.Price__c *= 0.9;
    }
}

```

This method is called `applyDiscount`, and it is both public and static. Because it is a static method, you don't need to create an instance of the class to access the method—you can just use the name of the class followed by a dot (.) and the name of the method. For more information, see [Static and Instance](#).

This method takes one parameter, a list of `Book` records, which is assigned to the variable `books`. Notice the `__c` in the object name `Book__c`. This indicates that it is a *custom object* that you created. Standard objects that are provided in the Salesforce application, such as `Account`, don't end with this postfix.

The next section of code contains the rest of the method definition:

```

for (Book__c b :books) {
    b.Price__c *= 0.9;
}

```

Notice the `__c` after the field name `Price__c`. This indicates it is a *custom field* that you created. Standard fields that are provided by default in Salesforce are accessed using the same type of dot notation but without the `__c`, for example, `Name` doesn't end with `__c` in `Book__c.Name`. The statement `b.Price__c *= 0.9;` takes the old value of `b.Price__c`, multiplies it by 0.9, which means its value will be discounted by 10%, and then stores the new value into the `b.Price__c` field. The `*=` operator is a shortcut. Another way to write this statement is `b.Price__c = b.Price__c * 0.9;`. See [Understanding Expression Operators](#).

4. Click **Save** to save the new class. You should now have this full class definition.

```

public class MyHelloWorld {
    public static void applyDiscount(Book__c[] books) {
        for (Book__c b :books) {
            b.Price__c *= 0.9;
        }
    }
}

```

You now have a class that contains some code that iterates over a list of books and updates the `Price` field for each book. This code is part of the `applyDiscount` static method called by the trigger that you will create in the next step.



## Adding an Apex Trigger

Prerequisites:

- A Salesforce account in a sandbox **Performance, Unlimited**, or **Enterprise** Edition organization, or an account in a Developer organization.
- [The MyHelloWorld Apex class](#).

In this step, you create a trigger for the `Book__c` custom object that calls the `applyDiscount` method of the `MyHelloWorld` class that you created in the previous step.

A *trigger* is a piece of code that executes before or after records of a particular type are inserted, updated, or deleted from the Force.com platform database. Every trigger runs with a set of context variables that provide access to the records that caused the trigger to fire. All triggers run in bulk; that is, they process several records at once.

1. From Setup, click **Create > Objects** and click the name of the object you just created, `Book`.
2. In the triggers section, click **New**.
3. In the trigger editor, delete the default template code and enter this trigger definition:

```
trigger HelloWorldTrigger on Book__c (before insert) {

    Book__c[] books = Trigger.new;

    MyHelloWorld.applyDiscount(books);
}
```

The first line of code defines the trigger:

```
trigger HelloWorldTrigger on Book__c (before insert) {
```

It gives the trigger a name, specifies the object on which it operates, and defines the events that cause it to fire. For example, this trigger is called `HelloWorldTrigger`, it operates on the `Book__c` object, and runs before new books are inserted into the database.

The next line in the trigger creates a list of book records named `books` and assigns it the contents of a trigger context variable called `Trigger.new`. Trigger context variables such as `Trigger.new` are implicitly defined in all triggers and provide access to the records that caused the trigger to fire. In this case, `Trigger.new` contains all the new books that are about to be inserted.

```
Book__c[] books = Trigger.new;
```

The next line in the code calls the method `applyDiscount` in the `MyHelloWorld` class. It passes in the array of new books.

```
MyHelloWorld.applyDiscount (books) ;
```

You now have all the code that is needed to update the price of all books that get inserted. However, there is still one piece of the puzzle missing. Unit tests are an important part of writing code and are required. In the next step, you will see why this is so and you will be able to add a test class.

## Adding a Test Class

Prerequisites:

- A Salesforce account in a sandbox **Performance, Unlimited**, or **Enterprise** Edition organization, or an account in a Developer organization.
- [The HelloWorldTrigger Apex trigger](#).

In this step, you add a test class with one test method. You also run the test and verify code coverage. The test method exercises and validates the code in the trigger and class. Also, it enables you to reach 100% code coverage for the trigger and class.



**Note:** Testing is an important part of the development process. Before you can deploy Apex or package it for the Force.com AppExchange, the following must be true.

- At least 75% of your Apex code must be covered by unit tests, and all of those tests must complete successfully.

Note the following.

- When deploying Apex to a production organization, each unit test in your organization namespace is executed by default.
  - Calls to `System.debug` are not counted as part of Apex code coverage.
  - Test methods and test classes are not counted as part of Apex code coverage.
  - While only 75% of your Apex code must be covered by tests, your focus shouldn't be on the percentage of code that is covered. Instead, you should make sure that every use case of your application is covered, including positive and negative cases, as well as bulk and single records. This should lead to 75% or more of your code being covered by unit tests.
- Every trigger must have some test coverage.
  - All classes and triggers must compile successfully.

1. From Setup, click **Develop > Apex Classes** and click **New**.

2. In the class editor, add this test class definition, and then click **Save**.

```
@isTest
private class HelloWorldTestClass {
    static testMethod void validateHelloWorld() {
        Book__c b = new Book__c(Name='Behind the Cloud',
Price__c=100);
        System.debug('Price before inserting new book: ' +
b.Price__c);

        // Insert book
        insert b;

        // Retrieve the new book
        b = [SELECT Price__c FROM Book__c WHERE Id =:b.Id];
        System.debug('Price after trigger fired: ' + b.Price__c);

        // Test that the trigger correctly updated the price
        System.assertEquals(90, b.Price__c);
    }
}
```

This class is defined using the `@isTest` annotation. Classes defined as such can only contain test methods. One advantage to creating a separate class for testing is that classes defined with `isTest` don't count against your organization limit of 3 MB for all Apex code. You can also add the `@isTest` annotation to individual methods. For more information, see [IsTest Annotation](#) and [Execution Governors and Limits](#).

The method `validateHelloWorld` is defined as a `testMethod`. This means that if any changes are made to the database, they are automatically rolled back when execution completes and you don't have to delete any test data created in the test method.

First the test method creates a new book and inserts it into the database temporarily. The `System.debug` statement writes the value of the price in the debug log.

```
Book__c b = new Book__c(Name='Behind the Cloud', Price__c=100);
System.debug('Price before inserting new book: ' + b.Price__c);

// Insert book
insert b;
```

Once the book is inserted, the code retrieves the newly inserted book, using the ID that was initially assigned to the book when it was inserted, and then logs the new price that the trigger modified:

```
// Retrieve the new book
b = [SELECT Price__c FROM Book__c WHERE Id =:b.Id];
System.debug('Price after trigger fired: ' + b.Price__c);
```

When the `MyHelloWorld` class runs, it updates the `Price__c` field and reduces its value by 10%. The following line is the actual test, verifying that the method `applyDiscount` actually ran and produced the expected result:

```
// Test that the trigger correctly updated the price
System.assertEquals(90, b.Price__c);
```

3. Now let's switch to the Developer Console to run this test and view code coverage information. Click *Your Name* > **Developer Console**. The Developer Console window opens.
4. In the Developer Console, click **Test** > **New Run**.
5. To add your test class, click **HelloWorldTestClass**, and then click >.
6. To run the test, click **Run**.  
The test result displays in the *Tests* tab. Optionally, you can expand the test class in the *Tests* tab to view which methods were run. In this case, the class contains only one test method.
7. The *Overall Code Coverage* pane shows the code coverage of this test class. To view the lines of code in the trigger covered by this test, which is 100%, double-click the code coverage line for **HelloWorldTrigger**. Also, because the trigger calls a method from the `MyHelloWorld` class, this class has some coverage too (100%). To view the class coverage, double-click **MyHelloWorld**.
8. To open the log file, in the *Logs* tab, double-click the most recent log line in the list of logs. The execution log displays, including logging information about the trigger event, the call to the `applyDiscount` class method, and the debug output of the price before and after the trigger.

By now, you have completed all the steps necessary for writing some Apex code with a test that runs in your development environment. In the real world, after you've sufficiently tested your code and you're satisfied with it, you want to deploy the code along with any other prerequisite components to a production organization. The next step will show you how to do this for the code and custom object you've just created.

## Deploying Components to Production

Prerequisites:

- A Salesforce account in a sandbox **Performance, Unlimited**, or **Enterprise** Edition organization.

- The `HelloWorldTestClass` Apex test class.
- A deployment connection between the sandbox and production organizations that allows inbound change sets to be received by the production organization. See “Change Sets Overview” in the Salesforce online help.
- “Create and Upload Change Sets” user permission to create, edit, or upload outbound change sets.

In this step, you deploy the Apex code and the custom object you created previously to your production organization using change sets.

This procedure doesn't apply to Developer organizations since change sets are available only in **Performance, Unlimited, Enterprise**, or Database.com Edition organizations. If you have a Developer Edition account, you can use other deployment methods. For more information, see *Deploying Apex*.

1. From Setup, click **Deploy > Outbound Changesets**.
2. If a splash page appears, click **Continue**.
3. In the Change Sets list, click **New**.
4. Enter a name for your change set, for example, *HelloWorldChangeSet*, and optionally a description. Click **Save**.
5. In the Change Set Components section, click **Add**.
6. Select Apex Class from the component type drop-down list, then select the `MyHelloWorld` and the `HelloWorldTestClass` classes from the list and click **Add to Change Set**.
7. Click **View/Add Dependencies** to add the dependent components.
8. Select the top checkbox to select all components. Click **Add To Change Set**.
9. In the Change Set Detail section of the change set page, click **Upload**.
10. Select the target organization, in this case production, and click **Upload**.
11. After the change set upload completes, deploy it in your production organization.
  - a. Log into your production organization.
  - b. From Setup, click **Deploy > Inbound Change Sets**.
  - c. If a splash page appears, click **Continue**.
  - d. In the change sets awaiting deployment list, click your change set's name.
  - e. Click **Deploy**.

In this tutorial, you learned how to create a custom object, how to add an Apex trigger, class, and test class. Finally, you also learned how to test your code, and how to upload the code and the custom object using Change Sets.

## Best Practices

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Consider the best practices in this section.

### Developing Code in the Cloud

The Apex programming language is saved and runs in the cloud—the Force.com multitenant platform. Apex is tailored for data access and data manipulation on the platform, and it enables you to add custom business logic to system events. While it provides many benefits for automating business processes on the platform, it is not a general purpose programming language. As such, Apex cannot be used to:

- Render elements in the user interface other than error messages
- Change standard functionality—Apex can only prevent the functionality from happening, or add additional functionality
- Create temporary files
- Spawn threads



**Tip:** All Apex code runs on the Force.com platform, which is a shared resource used by all other organizations. To guarantee consistent performance and scalability, the execution of Apex is bound by governor limits that ensure no single Apex execution impacts the overall service of Salesforce. This means all Apex code is limited by the number of operations (such as DML or SOQL) that it can perform within one process.

All Apex requests return a collection that contains from 1 to 50,000 records. You cannot assume that your code only works on a single record at a time. Therefore, you must implement programming patterns that take bulk processing into account. If you don't, you may run into the governor limits.

### Writing Tests

Testing is the key to successful long-term development and is a critical component of the development process. We strongly recommend that you use a *test-driven development* process, that is, test development that occurs at the same time as code development.

To facilitate the development of robust, error-free code, Apex supports the creation and execution of *unit tests*. Unit tests are class methods that verify whether a particular piece of code is working properly. Unit test methods take no arguments, commit no data to the database, send no emails, and are flagged with the `testMethod` keyword or the `isTest` annotation in the method definition. Also, test methods must be defined in test classes, that is, classes annotated with `isTest`.

In addition, before you deploy Apex or package it for the Force.com AppExchange, the following must be true.

- At least 75% of your Apex code must be covered by unit tests, and all of those tests must complete successfully.

Note the following.

- When deploying Apex to a production organization, each unit test in your organization namespace is executed by default.
- Calls to `System.debug` are not counted as part of Apex code coverage.
- Test methods and test classes are not counted as part of Apex code coverage.
- While only 75% of your Apex code must be covered by tests, your focus shouldn't be on the percentage of code that is covered. Instead, you should make sure that every use case of your application is covered, including positive and negative cases, as well as bulk and single records. This should lead to 75% or more of your code being covered by unit tests.
- Every trigger must have some test coverage.
- All classes and triggers must compile successfully.

For more information on writing tests, see [Testing Apex](#).

## Execution Governors and Limits

Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of limits to ensure that runaway Apex doesn't monopolize shared resources. If some Apex code ever exceeds a limit, the associated governor issues a runtime exception that cannot be handled.

The Apex limits, or *governors*, track and enforce the statistics outlined in the following tables and sections.

- [Per-Transaction Apex Limits](#)
- [Per-Transaction Certified Managed Package Limits](#)
- [Force.com Platform Apex Limits](#)
- [Static Apex Limits](#)
- [Size-Specific Apex Limits](#)
- [Miscellaneous Apex Limits](#)

In addition to the core Apex governor limits, [email limits](#), and [push notification limits](#) are also included later in this topic for your convenience.

## Per-Transaction Apex Limits

These limits count for each Apex transaction. For Batch Apex, these limits are reset for each execution of a batch of records in the `execute` method.

This table lists limits for synchronous Apex and asynchronous Apex (Batch Apex and future methods) when they're different. Otherwise, this table lists only one limit that applies to both synchronous and asynchronous Apex.

Description	Synchronous Limit	Asynchronous Limit
Total number of SOQL queries issued <sup>1</sup> (This limit doesn't apply to custom metadata types. In a single Apex transaction, custom metadata records can have unlimited SOQL queries.)	100	200
Total number of records retrieved by SOQL queries	50,000	
Total number of records retrieved by <code>Database.getQueryLocator</code>	10,000	
Total number of SOSL queries issued	20	
Total number of records retrieved by a single SOSL query	2,000	
Total number of DML statements issued <sup>2</sup>	150	
Total number of records processed as a result of DML statements, <code>Approval.process</code> , or <code>database.emptyRecycleBin</code>	10,000	
Total stack depth for any Apex invocation that recursively fires triggers due to <code>insert</code> , <code>update</code> , or <code>delete</code> statements <sup>3</sup>	16	
Total number of callouts (HTTP requests or Web services calls) in a transaction	100	
Maximum timeout for all callouts (HTTP requests or Web services calls) in a transaction	120 seconds	
Maximum number of methods with the <code>future</code> annotation allowed per Apex invocation	50	
Maximum number of Apex jobs added to the queue with <code>System.enqueueJob</code>	50	
Total number of <code>sendEmail</code> methods allowed	10	



Description	Synchronous Limit	Asynchronous Limit
Total heap size <sup>4</sup>	6 MB	12 MB
Maximum CPU time on the Salesforce servers <sup>5</sup>	10,000 milliseconds	60,000 milliseconds
Maximum execution time for each Apex transaction	10 minutes	
Maximum number of unique namespaces referenced <sup>6</sup>	10	
Maximum number of push notification method calls allowed per Apex transaction	10	
Maximum number of push notifications that can be sent in each push notification method call	2,000	

<sup>1</sup> In a SOQL query with parent-child relationship sub-queries, each parent-child relationship counts as an additional query. These types of queries have a limit of three times the number for top-level queries. The row counts from these relationship queries contribute to the row counts of the overall code execution. In addition to static SOQL statements, calls to the following methods count against the number of SOQL statements issued in a request.

- `Database.countQuery`
- `Database.getQueryLocator`
- `Database.query`

<sup>2</sup> Calls to the following methods count against the number of DML queries issued in a request.

- `Approval.process`
- `Database.convertLead`
- `Database.emptyRecycleBin`
- `Database.rollback`
- `Database.setSavePoint`
- `delete` and `Database.delete`
- `insert` and `Database.insert`
- `merge` and `Database.merge`
- `undelete` and `Database.undelete`
- `update` and `Database.update`

- `upsert` and `Database.upsert`
- `System.runAs`

<sup>3</sup> Recursive Apex that does not fire any triggers with `insert`, `update`, or `delete` statements exists in a single invocation, with a single stack. Conversely, recursive Apex that fires a trigger spawns the trigger in a new Apex invocation, separate from the invocation of the code that caused it to fire. Because spawning a new invocation of Apex is a more expensive operation than a recursive call in a single invocation, there are tighter restrictions on the stack depth of these types of recursive calls.

<sup>4</sup> Email services heap size is 36 MB.

<sup>5</sup> CPU time is calculated for all executions on the Salesforce application servers occurring in one Apex transaction—for the executing Apex code, and any processes that are called from this code, such as package code and workflows. CPU time is private for a transaction and is isolated from other transactions. Operations that don't consume application server CPU time aren't counted toward CPU time. For example, the portion of execution time spent in the database for DML, SOQL, and SOSL isn't counted, nor is waiting time for Apex callouts.

<sup>6</sup> In a single transaction, you can only reference 10 unique namespaces. For example, suppose you have an object that executes a class in a managed package when the object is updated. Then that class updates a second object, which in turn executes a different class in a different package. Even though the second package wasn't accessed directly by the first, because it occurs in the same transaction, it's included in the number of namespaces being accessed in a single transaction.

### Note:

- Limits apply individually to each `testMethod`.
- Use the Limits methods to determine the code execution limits for your code while it is running. For example, you can use the `getDMLStatements` method to determine the number of DML statements that have already been called by your program, or the `getLimitDMLStatements` method to determine the total number of DML statements available to your code.

## Per-Transaction Certified Managed Package Limits

Certified managed packages, that is, managed packages that have passed the security review for AppExchange, get their own set of limits for per-transaction limits with the exception of some limits. Certified managed packages are developed by Salesforce ISV Partners, are installed in your organization from Force.com AppExchange, and have unique namespaces.

Here is an example that illustrates the separate certified managed package limits for DML statements. If you install a certified managed package, all the Apex code in that package gets its own 150 DML statements, in addition to the 150 DML statements your organization's native code can execute. This means more than

150 DML statements might execute during a single transaction if code from the managed package and your native organization both execute. Similarly, the certified managed package gets its own 100 SOQL queries limit for synchronous Apex, in addition to the organization's native code limit of 100 SOQL queries, and so on.

All per-transaction limits count separately for certified managed packages with the exception of:

- The total heap size
- The maximum CPU time
- The maximum transaction execution time
- The maximum number of unique namespaces

These limits count for the entire transaction, regardless of how many certified managed packages are running in the same transaction.

Also, if you install a package from AppExchange that isn't created by a Salesforce ISV Partner and isn't certified, the code from that package doesn't have its own separate governor limit count. Any resources it uses counts against the total for your organization. Cumulative resource messages and warning emails are also generated based on managed package namespaces as well.

For more information on Salesforce ISV Partner packages, see [Salesforce Partner Programs](#).

## Force.com Platform Apex Limits

The limits in this table aren't specific to an Apex transaction and are enforced by the Force.com platform.

Description	Limit
The maximum number of asynchronous Apex method executions (batch Apex, future methods, Queueable Apex, and scheduled Apex) per a 24-hour period <sup>1</sup>	250,000 or the number of user licenses in your organization multiplied by 200, whichever is greater
Number of synchronous concurrent requests for long-running requests that last longer than 5 seconds for each organization. <sup>2</sup>	10
Maximum number of Apex classes scheduled concurrently	100
Maximum number of Batch Apex jobs in the Apex flex queue that are in Holding status	100
Maximum number of Batch Apex jobs queued or active concurrently <sup>3</sup>	5

Description	Limit
Maximum number of Batch Apex job <code>start</code> method concurrent executions <sup>4</sup>	1
Maximum number of batch jobs that can be submitted in a running test	5
Maximum number of test classes that can be queued per 24-hour period (production organizations other than Developer Edition) <sup>5</sup>	The greater of 500 or 10 multiplied by the number of test classes in the organization
Maximum number of test classes that can be queued per 24-hour period (sandbox and Developer Edition organizations) <sup>5</sup>	The greater of 500 or 20 multiplied by the number of test classes in the organization
Maximum number of query cursors open concurrently per user <sup>6</sup>	50
Maximum number of query cursors open concurrently per user for the Batch Apex <code>start</code> method	15
Maximum number of query cursors open concurrently per user for the Batch Apex <code>execute</code> and <code>finish</code> methods	5

<sup>1</sup> For Batch Apex, method executions include executions of the `start`, `execute`, and `finish` methods. This is an organization-wide limit and is shared with all asynchronous Apex: Batch Apex, Queueable Apex, scheduled Apex, and future methods. The licenses that count toward this limit are full Salesforce user licenses or Force.com App Subscription user licenses. Chatter Free, Chatter customer users, Customer Portal User, and partner portal User licenses aren't included.

<sup>2</sup> If additional requests are made while the 10 long-running requests are still running, they're denied.

<sup>3</sup> When batch jobs are submitted, they're held in the flex queue before the system queues them for processing.

<sup>4</sup> Batch jobs that haven't started yet remain in the queue until they're started. Note that this limit doesn't cause any batch job to fail and `execute` methods of batch Apex jobs still run in parallel if more than one job is running.

<sup>5</sup> This limit applies to tests running asynchronously. This includes tests started through the Salesforce user interface including the Developer Console or by inserting `ApexTestQueueItem` objects using SOAP API.

<sup>6</sup> For example, if 50 cursors are open and a client application still logged in as the same user attempts to open a new one, the oldest of the 50 cursors is released. Cursor limits for different Force.com features are

tracked separately. For example, you can have 50 Apex query cursors, 15 cursors for the Batch Apex `start` method, 5 cursors for the Batch Apex `execute` and `finish` methods each, and 5 Visualforce cursors open at the same time.

## Static Apex Limits

Description	Limit
Default timeout of callouts (HTTP requests or Web services calls) in a transaction	10 seconds
Maximum size of callout request or response (HTTP request or Web services call) <sup>1</sup>	6 MB for synchronous Apex or 12 MB for asynchronous Apex
Maximum SOQL query run time before the transaction can be canceled by Salesforce	120 seconds
Maximum number of class and trigger code units in a deployment of Apex	5,000
For loop list batch size	200
Maximum number of records returned for a Batch Apex query in <code>Database.QueryLocator</code>	50 million

<sup>1</sup> The HTTP request and response sizes count towards the total heap size.

## Size-Specific Apex Limits

Description	Limit
Maximum number of characters for a class	1 million
Maximum number of characters for a trigger	1 million
Maximum amount of code used by all Apex code in an organization <sup>1</sup>	3 MB
Method size limit <sup>2</sup>	65,535 bytecode instructions in compiled form

<sup>1</sup> This limit does not apply to certified managed packages installed from AppExchange (that is, an app that has been marked AppExchange Certified). The code in those types of packages belong to a namespace unique from the code in your organization. For more information on AppExchange Certified packages, see the Force.com AppExchange online help. This limit also does not apply to any code included in a class defined with the `@isTest` annotation.

<sup>2</sup> Large methods that exceed the allowed limit cause an exception to be thrown during the execution of your code.

## Miscellaneous Apex Limits

### SOQL Query Performance

For best performance, SOQL queries must be selective, particularly for queries inside of triggers. To avoid long execution times, the system can terminate nonselective SOQL queries. Developers receive an error message when a non-selective query in a trigger executes against an object that contains more than 100,000 records. To avoid this error, ensure that the query is selective. See [More Efficient SOQL Queries](#).

### Chatter in Apex

For classes in the `ConnectApi` namespace, every write operation costs one DML statement against the Apex governor limit. `ConnectApi` method calls are also subject to rate limiting. `ConnectApi` rate limits match Chatter REST API rate limits. Both have a per user, per namespace, per hour rate limit. When you exceed the rate limit, a `ConnectApi.RateLimitException` is thrown. Your Apex code must catch and handle this exception.

### Event Reports

The maximum number of records that an event report returns for a user who is not a system administrator is 20,000; for system administrators, 100,000.

### Data.com Clean

If you use the Data.com Clean product and its automated jobs, and you have set up Apex triggers with SOQL queries to run when account, contact, or lead records, the queries may interfere with Clean jobs for those objects. Your Apex triggers (combined) should not exceed 200 SOQL queries per batch. If they do, your Clean job for that object will fail. In addition, if your triggers call `future` methods, they will be subject to a limit of 10 `future` calls per batch.

## Email Limits

### Inbound Email Limits

Email Services: Maximum Number of Email Messages Processed (Includes limit for On-Demand Email-to-Case)	Number of user licenses multiplied by 1,000, up to a daily maximum of 1,000,000
Email Services: Maximum Size of Email Message (Body and Attachments)	10 MB <sup>1</sup>
On-Demand Email-to-Case: Maximum Email Attachment Size	25 MB
On-Demand Email-to-Case: Maximum Number of Email Messages Processed (Counts toward limit for Email Services)	Number of user licenses multiplied by 1,000, up to a daily maximum of 1,000,000

<sup>1</sup> The maximum size of email messages for Email Services varies depending on language and character set. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment would likely exceed the 25 MB total size limit for an email message, after accounting for the size of headers, body, and encoding. .

When defining email services, note the following:

- An email service only processes messages it receives at one of its addresses.
- Salesforce limits the total number of messages that all email services combined, including On-Demand Email-to-Case, can process daily. Messages that exceed this limit are bounced, discarded, or queued for processing the next day, depending on how you configure the failure response settings for each email service. Salesforce calculates the limit by multiplying the number of user licenses by 1,000, up to a daily maximum of 1,000,000. For example, if you have 10 licenses, your organization can process up to 10,000 email messages a day.
- Email service addresses that you create in your sandbox cannot be copied to your production organization.
- For each email service, you can tell Salesforce to send error email messages to a specified address instead of the sender's email address.
- Email services reject email messages and notify the sender if the email (combined body text, body HTML, and attachments) exceeds approximately 10 MB (varies depending on language and character set).

### Outbound Email: Limits for Single and Mass Email Sent Using Apex

Using the API or Apex, you can send single emails to a maximum of 1,000 external email addresses per day based on Greenwich Mean Time (GMT). Single emails sent using the Salesforce application don't count toward this limit. There's no limit on sending individual emails to contacts, leads, person accounts, and users in your organization directly from account, contact, lead, opportunity, case, campaign, or custom object pages.

When sending single emails, keep in mind:

- You can send 100 emails per `SingleEmailMessage`.
- If you use `SingleEmailMessage` to email your organization's internal users, specifying the user's ID in `setTargetObjectId` means the email doesn't count toward the daily limit. However, specifying internal users' email addresses in `setToAddresses` means the email does count toward the limit.

You can send mass email to a maximum of 1,000 external email addresses per day per organization based on Greenwich Mean Time (GMT). The maximum number of external addresses you can include in each mass email depends on your edition:

Edition	External Address Limit per Mass Email
Personal, Contact Manager, and Group Editions	Mass email not available
Professional Edition	250
Enterprise Edition	500
Unlimited and Performance Edition	1,000



**Note:** Note the following about email limits:

- The single and mass email limits don't take unique addresses into account. For example, if you have `johndoe@example.com` in your email 10 times, that counts as 10 against the limit.
- You can send an unlimited amount of email to your organization's internal users, which includes portal users.
- In Developer Edition organizations and organizations evaluating Salesforce during a trial period, your organization can send mass email to no more than 10 external email addresses per day. This lower limit does not apply if your organization was created before the Winter '12 release and already had mass email enabled with a higher limit. Additionally, your organization can send single emails to a maximum of 15 email addresses per day.



## Push Notification Limits

The maximum number of push notifications that are allowed for each mobile application associated with your Salesforce organization depends on the type of application.

Maximum number of push notifications allowed for	Limit
Mobile applications provided by Salesforce (for example, Salesforce1)	50,000 notifications per app per day
Mobile applications developed by your organization for internal employee usage	35,000 notifications per app per day
Mobile applications installed from the AppExchange	5,000 notifications per app per day

Only *deliverable* notifications count toward this limit. For example, consider the scenario where a notification is sent to 1,000 employees in your company, but 100 employees haven't installed the mobile application yet. Only the notifications sent to the 900 employees who have installed the mobile application count toward this limit.

Each test push notification that is generated through the Test Push Notification page is limited to a single recipient. Test push notifications count toward an application's daily push notification limit.

## Resources

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Apex.

- Apex Code Developer's Guide
- Apex Cheat Sheet
- Apex Workbook
- Apex development forums



# CHAPTER 14 Visualforce

Visualforce is a framework that allows developers to build sophisticated, custom user interfaces that can be hosted on Salesforce, using a tag-based markup language, similar to HTML.

## When to Use Visualforce

---

Visualforce consists of a tag-based markup language that gives developers a more powerful way of building applications and customizing the Salesforce user interface. With Visualforce you can:

- Build wizards and other multistep processes.
- Create your own custom flow control through an application.
- Define navigation patterns and data-specific rules for optimal, efficient application interaction.

In the Visualforce markup language, each Visualforce tag corresponds to a coarse or fine-grained user interface component, such as a section of a page, related list, or field. The behavior of Visualforce components can either be controlled by the same logic that is used in standard Salesforce pages, or developers can associate their own logic with a controller class written in Apex.

## Supported Editions and Platforms

---

Visualforce is available in Contact Manager, Group, Professional, Enterprise, Unlimited, Performance, and Developer Editions.

Visualforce development requires various permissions, depending on the specific activity.

User Permissions Needed	
To enable Visualforce development mode:	“Customize Application”
To create, edit, or delete Visualforce pages:	“Customize Application”
To create and edit custom Visualforce components:	“Customize Application”
To edit custom Visualforce controllers or Apex	“Author Apex”
To set Visualforce page security:	“Manage Profiles and Permission Sets”

User Permissions Needed

To set version settings for Visualforce pages:	"Customize Application"
To create, edit, or delete static resources:	"Customize Application"
To create Visualforce Tabs:	"Customize Application"

## Quick Start

To showcase the essential elements of Visualforce, this chapter includes a set of examples that demonstrate features of the language. While the examples do not go into every detail, rule, or exception for every tag or controller, new Visualforce developers can use this tutorial to understand how Visualforce works.

## Creating Your First Page

With development mode enabled, you can create your first Visualforce page by entering a URL for the page in your browser's address bar as follows:

```
https://Salesforce_instance/apex/myNewPageName
```

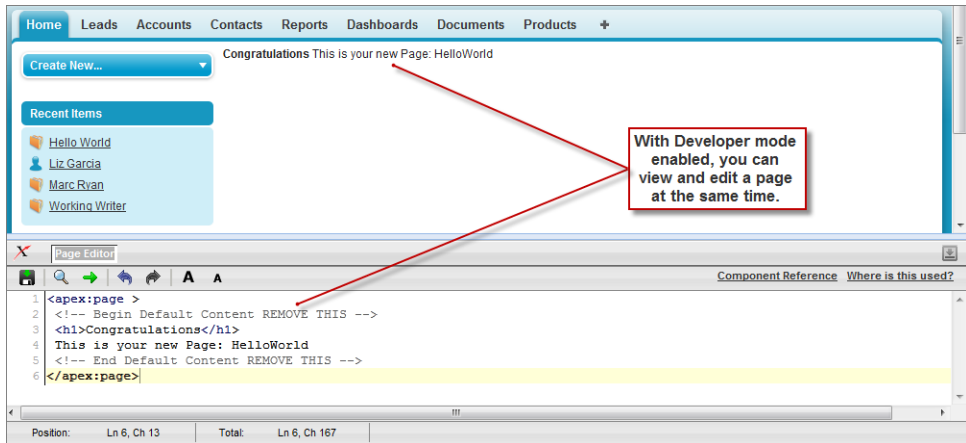
For example, if you want to create a page called "HelloWorld" and your Salesforce organization uses na3.salesforce.com, enter http://na3.salesforce.com/apex/HelloWorld.

Because the page does not yet exist, you are directed to an intermediary page from which you can create your new page. Click **Create Page** <myNewPageName> to create it automatically.

 **Note:** If you do not have Visualforce development mode enabled, you can also create a new page from Setup by clicking **Develop > Pages**, and then clicking **New**.

Visualforce pages can always be edited from this part of setup, but to see the results of your edits you have to navigate to the URL of your page. For that reason, most developers prefer to work with development mode enabled so they can view and edit pages in a single window.

## A New Visualforce Page



You now have a Visualforce page that includes default text. To edit your new page, click the **Page Editor** bar that appears at the bottom of the browser. It expands to show you the following Visualforce markup:

```
<apex:page>
  <!-- Begin Default Content REMOVE THIS -->
  <h1>Congratulations</h1>
  This is your new Apex Page: HelloWorld
  <!-- End Default Content REMOVE THIS -->
</apex:page>
```

This default markup includes the only required tag for any page—the `<apex:page>` tag that begins and ends any page markup. Embedded within the start and close `<apex:page>` tags is plain text, some of which is formatted with a standard HTML tag, `<h1>`.

As long as you keep the required `<apex:page>` tag you can add as much plain text or valid HTML to this page as you want. For example, after entering the following code and clicking **Save** in the Page Editor, the page displays the text “Hello World!” in bold:

```
<apex:page>
  <b>Hello World!</b>
</apex:page>
```



**Tip:** Pay attention to warnings—the Visualforce editor displays a warning if you save a page with HTML that does not include a matching end tag for every opened tag. Although the page saves, this malformed HTML might cause problems in your rendered page.

## Displaying Field Values with Visualforce

Visualforce pages use the same expression language as formulas—that is, anything inside `{ ! }` is evaluated as an expression that can access values from records that are currently in context. For example, you can display the current user's first name by adding the `{ ! $User.FirstName }` expression to a page:

```
<apex:page>
    Hello { ! $User.FirstName } !
</apex:page>
```

`$User` is a global variable that always represents the current user record. All global variables are referenced with a `$` symbol. For a list of global variables that you can use in Visualforce, see [Global Variables](#).

To access fields from a record that is not globally available, like a specific account, contact, or custom object record, you need to associate your page with a *controller*. Controllers provide pages with the data and business logic that make your application run, including the logic that specifies how to access a particular object's records. While you can define a custom controller for any page with Apex, Salesforce includes standard controllers for every standard and custom object.

For example, to use the standard controller for accounts, add the `standardController` attribute to the `<apex:page>` tag, and assign it the name of the account object:

```
<apex:page standardController="Account">
    Hello { ! $User.FirstName } !
</apex:page>
```

After you save your page, the Accounts tab is highlighted for the page, and the look-and-feel for the components on the page match the Accounts tab. Additionally, you can now access fields on the account record currently in context by using `{ ! account.<fieldName> }` expression syntax.


For example, to display an account's name on a page, use `{ ! account.name }` in the page markup:

```
<apex:page standardController="Account">
    Hello { ! $User.FirstName } !
    <p>You are viewing the { ! account.name } account.</p>
</apex:page>
```

The `{ ! account.name }` expression makes a call to the `getAccount()` method in the standard Account controller to return the record ID of the account currently in context. It then uses dot notation to access the `name` field for that record.



**Note:** You cannot access parent objects using this expression language. In other words, `{ ! account.parent.name }` will return an error.

 **Note:** When you save a page, the `value` attribute of all input components—`<apex:inputField>`, `<apex:inputText>`, and so on—is validated to ensure it's a single expression, with no literal text or white space, and is a valid reference to a single controller method or object property. An error will prevent saving the page.

To bring an account record into the current context, you must add a query parameter to the page URL that specifies the ID of the record. To do this:

1. Find the ID of an account by any means you wish. One easy way is to view the detail page of an account record and copy the character code at the end of the URL. For example, if you navigate to an account detail page with the following URL:

```
https://na3.salesforce.com/001D000000IRt53
```

Then `001D000000IRt53` is the ID for the account.

2. Back on your page, add the account ID as a query string parameter to the URL in your browser's address bar. For example, if your page is located at:

```
https://na3.salesforce.com/apex/HelloWorld2
```

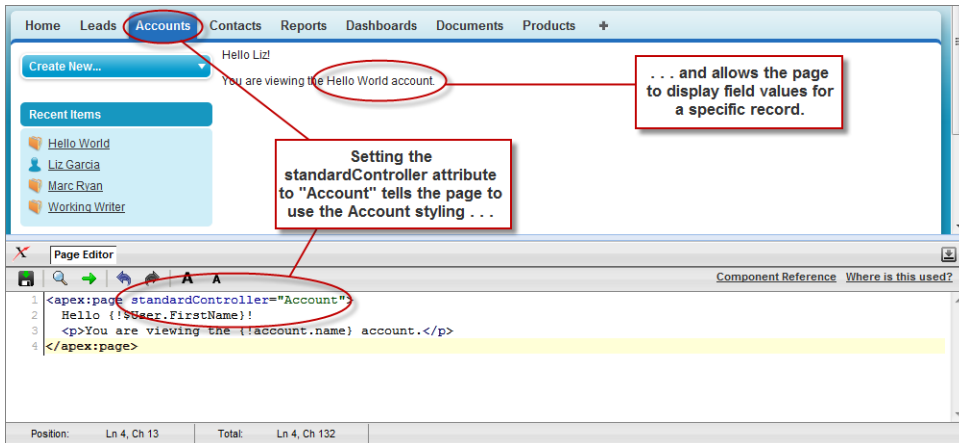
Add `?id=001D000000IRt53` to the end of the URL:

```
https://Salesforce_instance/apex/HelloWorld2?id=001D000000IRt53
```

 **Note:** If you use the `id` parameter in a URL, it must refer to the same entity referred to in the standard controller.

Once an account ID is specified in the URL, the page displays the appropriate account name, as shown in the following figure.

## Displaying Account Data in a Visualforce Page



## Using the Visualforce Component Library

Up to this point, the only Visualforce tag that has been used in the examples is the mandatory `<apex:page>` tag that must be placed at the start and end of all Visualforce markup. However, just as you can insert images or tables into an HTML document with the `<img>` or `<table>` tags, respectively, you can add user interface components to your Visualforce pages using tags that are defined in the Visualforce component library.

For example, to add a component that looks like a section on a detail page, use the `<apex:pageBlock>` component tag:

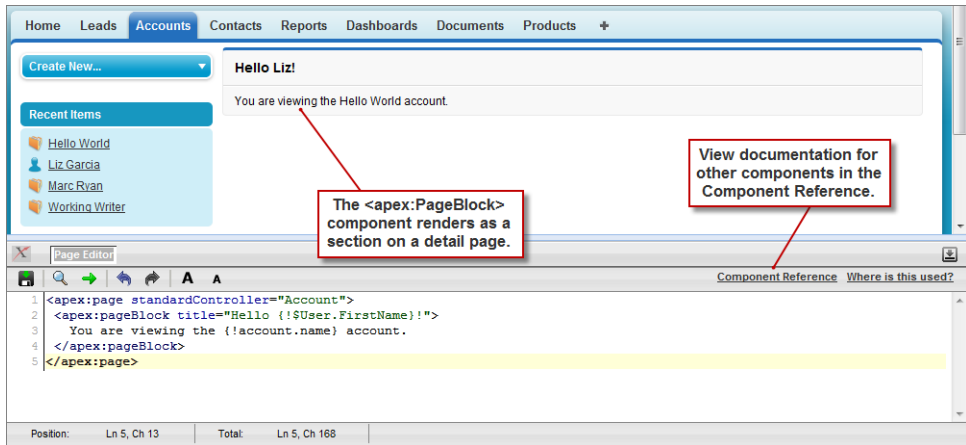
```

<apex:page standardController="Account">
  <apex:pageBlock title="Hello {!$User.FirstName}!">
    You are viewing the {!account.name} account.
  </apex:pageBlock>
</apex:page>

```



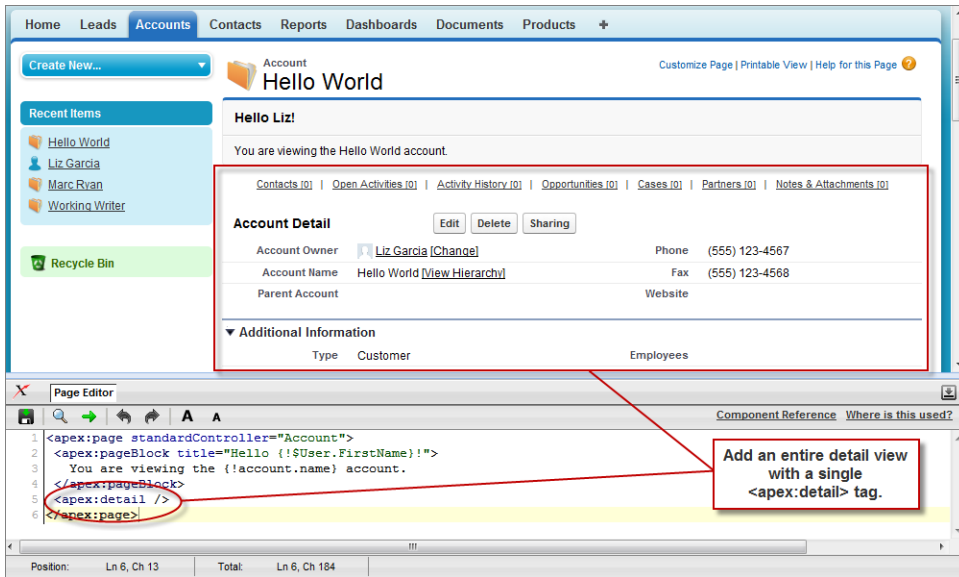
## The `<apex:pageBlock>` Component



Tags also exist for other common Salesforce interface components, such as related lists, detail pages, and input fields. For example, to add the content of a detail page, use the `<apex:detail>` component tag:

```
<apex:page standardController="Account">
  <apex:pageBlock title="Hello {!$User.FirstName}!">
    You are viewing the {!account.name} account.
  </apex:pageBlock>
  <apex:detail/>
</apex:page>
```

## The `<apex:detail>` Component Without Attributes



Without any specified attributes on the tag, `<apex:detail>` displays the complete detail view for the context record. If you want to modify properties such as which record details are displayed, or whether related lists or the title appear, you can use attributes on the tag. For example, the following markup displays the details of the context account's owner, without related lists or a colored title bar:

```
<apex:page standardController="Account">
    <apex:pageBlock title="Hello {!$User.FirstName}!">
        You are viewing the {!account.name} account.
    </apex:pageBlock>
    <apex:detail subject="{!account.ownerId}" relatedList="false"
title="false"/>
</apex:page>
```

## The `<apex:detail>` Component Without Related List or Title Elements

The screenshot displays a Visualforce page titled "Hello Liz!" showing user details for Liz Garcia. The page is viewed through the Page Editor, which highlights the `<apex:detail>` component in the source code. A callout box explains that this component controls the display of the user details.

**User Detail**

Name	Liz Garcia	Role	Salesforce
Alias	LizG	User License	System Administrator
Email	bkanui@salesforce.com	Profile	System Administrator
Username	bkanuiadmin@168ee.org	Active	<input checked="" type="checkbox"/>
Community Nickname	bkanuiadmin1.2793216501093318E12	Marketing User	<input checked="" type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company	vampirewriter	Sales Anywhere User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Mobile User	<input checked="" type="checkbox"/>

**Page Editor Source Code:**

```

1 <apex:page standardController="Account">
2 <apex:pageBlock title="Hello {!$User.FirstName}!">
3   You are viewing the {!account.name} account.
4 </apex:pageBlock>
5 <apex:detail subject="{!account.ownerId}" relatedList="false" title="false"/>
6 </apex:page>
  
```

**Setting attributes on `<apex:detail>` controls what and how it displays.**


To browse the component library, click **Component Reference** in the Page Editor. From this page you can drill down into any component to see the attributes that are available for each, including any custom components that you define.

## Using Input Components in a Page

So far the examples in this quick start tutorial show ways that you can display data in a Visualforce page. To capture input from a user, use the `<apex:form>` tag with one or more input components and a `<apex:commandLink>` or `<apex:commandButton>` tag to submit the form.

The input component tag that is most often used in a form is `<apex:inputField>`. This tag renders the appropriate input widget based on a standard or custom object field's type. For example, if you use an `<apex:inputField>` tag to display a date field, a calendar widget displays on the form. If you use an `<apex:inputField>` tag to display a picklist field, a drop-down list displays instead. The `<apex:inputField>` tag can be used to capture user input for any standard or custom object field, and respects any metadata that is set on the field definition, such as whether the field is required or unique, or whether the current user has permission to view or edit it.

For example, the following page allows users to edit and save the name of an account:

-  **Note:** Remember, for this page to display account data, the ID of a valid account record must be specified as a query parameter in the URL for the page. For example:


```
https://Salesforce_instance/apex/myPage?id=001x000xxx3Jsxb
```

Displaying Field Values with Visualforce on page 154 has more information about retrieving the ID of a record.

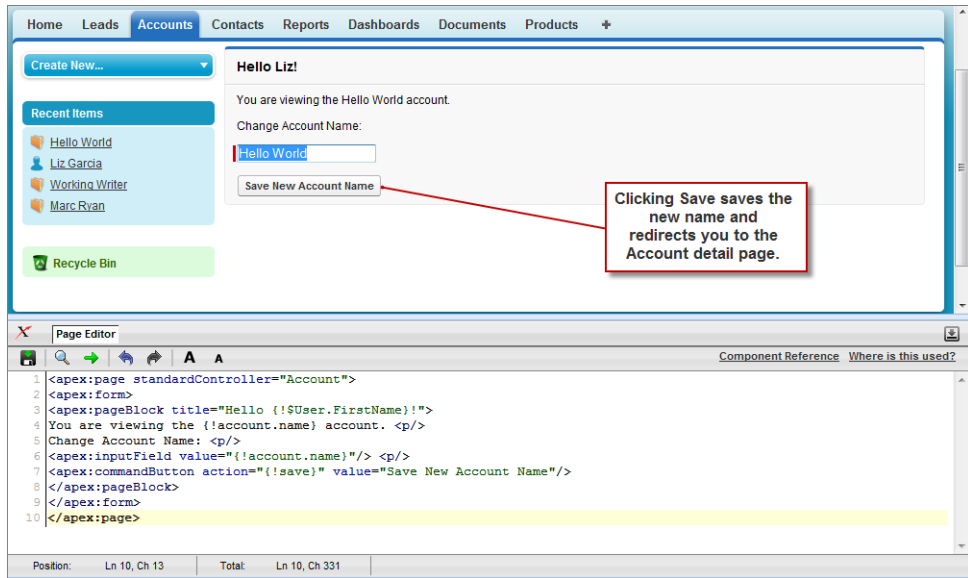
```
<apex:page standardController="Account">
  <apex:form>
    <apex:pageBlock title="Hello {!$User.FirstName}!">
      You are viewing the {!account.name} account. <p/>
      Change Account Name: <p/>
      <apex:inputField value="{!account.name}"/> <p/>
      <apex:commandButton action="{!save}" value="Save New Account
Name"/>
    </apex:pageBlock>
  </apex:form>
</apex:page>
```

Notice in the example that:

- The `<apex:inputField>` tag is bound to the account name field by setting the tag's `value` attribute. The expression contains the familiar `{!account.name}` dot-notation used to display the field's value elsewhere in the page.
- The `<apex:commandButton>` tag has an `action` attribute. The value for this attribute invokes the `save` action of the standard Account controller, which performs identically to the **Save** button on the standard Account edit page.

-  **Note:** When you save a page, the `value` attribute of all input components—`<apex:inputField>`, `<apex:inputText>`, and so on—is validated to ensure it's a single expression, with no literal text or white space, and is a valid reference to a single controller method or object property. An error will prevent saving the page.

## The <apex:form> Component with a Single Input Field



The only fields that the `<apex:inputField>` tag cannot display are those defined as member variables of a custom controller class written in Apex. To gather data for these variables, use the `<apex:inputCheckbox>`, `<apex:inputHidden>`, `<apex:inputSecret>`, `<apex:inputText>`, or `<apex:inputTextarea>` tags instead.

## Adding and Customizing Input Field Labels

When used inside of a `<apex:pageBlockSection>` component, Visualforce input components and some output components automatically display a form label for the field. For components that map to standard or custom object fields, the displayed label is the object field label by default. To override the default value, and for components that aren't mapped directly to object fields, you can set the label using the `label` attribute of the component. For example:

```
<apex:page standardController="Contact">
  <apex:form>
    <apex:pageBlock title="Quick Edit: {!Contact.Name}">
      <apex:pageBlockSection title="Contact Details" columns="1">

        <apex:inputField value="{!Contact.Phone}"/>
        <apex:outputField value="{!Contact.MobilePhone}"
          label="Mobile #"/>

      </apex:pageBlockSection>
    </apex:pageBlock>
  </apex:form>
</apex:page>
```

```
<apex:inputText value="{!Contact.Email}"
    label="{!Contact.FirstName + 's Email' }"/>
</apex:pageBlockSection>
<apex:pageBlockButtons >
    <apex:commandButton action="{!save}" value="Save"/>
</apex:pageBlockButtons>
</apex:pageBlock>
</apex:form>
</apex:page>
```

Quick Edit: Howard Jones

Save


▼ Contact Details

Phone (212) 555-5555

Mobile # 555-9999

Howard's Email info@salesforce.com

Save

 **Note:** For this page to display contact data, the ID of a valid contact record must be specified as a query parameter in the URL for the page. For example,

```
https://Salesforce_instance/apex/myPage?id=003D000000Q513R
```

[Displaying Field Values with Visualforce](#) on page 154 has more information about retrieving the ID of a record.

The `label` attribute may be a string, or an expression that evaluates to a string. If you set `label` to an empty string, the form label for that field will be suppressed.

The `label` attribute can be set on the following Visualforce components:

- `<apex:inputCheckbox>`
- `<apex:inputField>`
- `<apex:inputSecret>`
- `<apex:inputText>`

- `<apex:inputTextarea>`
- `<apex:outputField>`
- `<apex:outputText>`
- `<apex:selectCheckboxes>`
- `<apex:selectList>`
- `<apex:selectRadio>`

## Custom Labels and Error Messages

When set, the `label` attribute will be used for component-level error messages, for example, when a field is required or must be unique. Custom labels won't be used in custom error messages, and the default object field label will be used instead. If you set a `label` attribute to an empty string, the default object field label will be used in all error messages.

## Adding Dependent Fields to a Page

Dependent fields provide a way to filter the field values displayed on a Visualforce page. Dependent fields consist of two parts: a controlling field that determines the filtering, and a dependent field that has its values filtered. Dependent fields can dynamically filter values in fields such as picklists, multi-select picklists, radio buttons, and checkboxes. Dependent picklists can only be displayed on Visualforce pages with Salesforce API version 19.0 or higher. For more information, see [About Dependent Picklists](#) in the Salesforce online help.

For this example, we'll be adding a dependent picklist, *Subcategories*, to a Visualforce page. First, create this custom picklist:

1. From Setup, click **Customize > Accounts > Fields**.
2. Click **New** in the Custom Fields & Relationships section of the page.
3. Choose **Picklist** and click **Next**.
4. Enter *Subcategories* for the **Field Label**.
5. Enter the following terms for the list of values:
  - Apple Farms
  - Cable
  - Corn Fields
  - Internet
  - Radio

- Television
- Winery

6. Click **Next** twice, then click **Save**.

To define the field dependencies for Subcategories:

1. From Setup, click **Customize > Accounts > Fields**.
2. Click **Field Dependencies**.
3. Click **New**.
4. Choose Industry as a controlling field, and Subcategories as a dependent field.
5. Click **Continue**.
6. Each value in the controlling field (from Industry) is listed in the top row and each value in the dependent field (from Subcategory) is displayed in the column below it. Set your field dependencies to match this image:

The Field Dependency Matrix for Subcategories

Industry:	<u>Agriculture</u>	<u>Communications</u>
Subcategories:	Apple Farms	Apple Farms
	Cable	Cable
	Corn Fields	Corn Fields
	Internet	Internet
	Radio	Radio
	Television	Television
	Winery	Winery

You can disregard any other Industry types that aren't shown above.

7. Click **Save**.

Now, create a Visualforce page called `dependentPicklists` that looks like this:

```
<apex:page standardController="Account">
  <apex:form >
    <apex:pageBlock mode="edit">
      <apex:pageBlockButtons >
        <apex:commandButton action="{!save}" value="Save"/>
      </apex:pageBlockButtons>
      <apex:pageBlockSection title="Dependent Picklists"
columns="2">
        <apex:inputField value="{!account.industry}"/>
        <apex:inputField value="{!account.subcategories__c}"/>
      </apex:pageBlockSection>
    </apex:pageBlock>
  </apex:form>
</apex:page>
```



```

    </apex:form>
</apex:page>

```

When you select Agriculture from the Industry picklist, the Subcategories picklist contains Apple Farms, Corn Fields, and Winery. If you select Communication, your Subcategories picklist contains all the Communication types defined earlier.

## Dependent Picklist Considerations

Consider the following when using dependent picklists in Visualforce pages:

- You can mix controlling and dependent fields across various field types, such as picklists, multi-picklists, radio buttons, and checkboxes.
- There's a limit of 10 dependent picklist pairs per page. This is totalled across all objects. Thus, you could have five dependent picklists on Account, and five on Contact, but no more. However, you can repeat the same pair of dependent picklists, such as in an iterative tag like `<apex:repeat>`, without counting more than once against your limit.
- If the user viewing the page has **read-only** access to the controlling field, a dependent picklist might not behave as expected. In this case, the dependent picklist shows all possible values for the picklist, instead of being filtered on the read-only value. This is a known limitation in Visualforce.
- Pages must include the controlling field for a dependent picklist. Failing to include the controlling field on the page causes a runtime error when the page displays.
- Don't mix inline edit-enabled fields with regular input fields from the same dependency group. For example, don't mix a standard input field for a controlling field with an inline edit-enabled dependent field:

```

<apex:page standardController="Account">
    <apex:form>
        <!-- Don't mix a standard input field... -->
        <apex:inputField value="{!account.Controlling__c}"/>
        <apex:outputField value="{!account.Dependent__c}">
            <!-- ...with an inline-edit enabled dependent field -->

            <apex:inlineEditSupport event="ondblClick" />
        </apex:outputField>
    </apex:form>
</apex:page>

```

- If you combine inline edit-enabled dependent picklists with Ajax-style partial page refreshes, refresh all fields with dependent or controlling relationships to each other as one group. Refreshing fields

individually isn't recommended and might result in inconsistent undo/redo behavior. Here's an example of the recommended way to partially refresh a form with inline edit-enabled dependent picklists:

```
<apex:form>
  <!-- other form elements ... -->

  <apex:outputPanel id="locationPicker">
    <apex:outputField value="{!Location.country}">
      <apex:inlineEditSupport event="ondblClick" />
    </apex:outputField>
    <apex:outputField value="{!Location.state}">
      <apex:inlineEditSupport event="ondblClick" />
    </apex:outputField>
    <apex:outputField value="{!Location.city}">
      <apex:inlineEditSupport event="ondblClick" />
    </apex:outputField>
  </apex:outputPanel>
  <!-- ... -->
  <apex:commandButton value="Refresh Picklists"
    reRender="locationPicker" />
</apex:form>
```

All of the inline edit-enabled picklists are wrapped in the `<apex:outputPanel>` component. The `<apex:outputPanel>` rerenders when the `<apex:commandButton>` action method fires.

## Creating Visualforce Dashboard Components

Visualforce pages can be used as dashboard components. A *dashboard* shows data from source reports as visual components, which can be charts, gauges, tables, metrics, or Visualforce pages. The components provide a snapshot of key metrics and performance indicators for your organization. Each dashboard can have up to 20 components.

Visualforce pages that use the Standard Controller can't be used in dashboards. To be included in a dashboard, a Visualforce page must have either no controller, use a custom controller, or reference a page bound to the `StandardSetController` Class. If a Visualforce page does not meet these requirements, it does not appear as an option in the dashboard component `Visualforce Page` drop-down list.

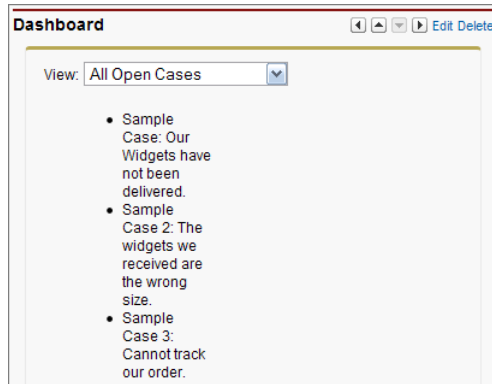
Create a Visualforce page called `VFDashboard`. The following markup shows an example of a Visualforce page that uses a standard list controller and can be used within a dashboard. It displays a list of the cases associated with your organization:

```
<apex:page standardController="Case" recordSetvar="cases">
  <apex:pageBlock>
    <apex:form id="theForm">
      <apex:panelGrid columns="2">
        <apex:outputLabel value="View:"/>
        <apex:selectList value="{!filterId}" size="1">
          <apex:actionSupport event="onchange"
rerender="list"/>
          <apex:selectOptions value="{!listviewoptions}"/>
        </apex:selectList>
      </apex:panelGrid>
      <apex:pageBlockSection>
        <apex:dataList var="c" value="{!cases}" id="list">
          {!c.subject}
        </apex:dataList>
      </apex:pageBlockSection>
    </apex:form>
  </apex:pageBlock>
</apex:page>
```

To create a dashboard that uses this Visualforce page:

1. View the dashboard and click **Edit**.
2. Click **Add Component** from the top of any column.
3. Choose a **Visualforce Page** as the component type.
4. Optionally, enter a header to display at the top of the dashboard component.
5. Optionally, enter a footer to display at the bottom of the dashboard component.
6. From the `Visualforce Page` drop-down list, select `VFDash`.
7. Click **Save**.

### Sample Visualforce Page Running in a Dashboard



For a more complex example that uses a custom list controller, see [Advanced Visualforce Dashboard Components](#).

## Best Practices

---

Consider the best practices explained in this section.

### Best Practices for Improving Visualforce Performance

Visualforce was designed to provide developers with the ability to match the functionality, behavior, and performance of standard Salesforce pages. If your users experience delays, unexpected behavior, or other issues specifically around Visualforce, there are several actions you can take to not only improve their experience, but to also make for improved coding.

First, determine whether Visualforce is the problem by ensuring that:

- The problems aren't confined to a single user's computer by testing expected Visualforce functionality on other machines as well as using different browsers.
- Slow load times aren't the result of a network issue by checking the load time of other Salesforce pages. If they're also slow, it could be the result of bandwidth or latency issues to Salesforce. To check on the status of the Salesforce servers, visit [trust.salesforce.com](https://trust.salesforce.com). You should also check the status of your network connections and ensure they're functioning properly.
- You're following general Web design best practices, such as [the minification of JavaScript and CSS](#), optimizing images for the Web, and avoiding iframes whenever possible.

- You've used the Developer Console to step through the request and determine which items in the request used the most system resources. See "Using the Developer Console" in the Salesforce online help.

The following is a list of commonly encountered Visualforce performance issues and their possible solutions:

### View State Size

The view state size of your Visualforce pages must be under 135 KB. By reducing your view state size, your pages can load quicker and stall less often.

You can monitor view state performance through the View State tab in the development mode footer and take the following actions:

- Use the `transient` keyword in your Apex controllers for variables that aren't essential for maintaining state and aren't necessary during page refreshes.
- If you notice that a large percentage of your view state comes from objects used in controllers or controller extensions, consider refining your SOQL calls to return only data that's relevant to the Visualforce page.
- If your view state is affected by a large component tree, try reducing the number of components your page depends on.

### Load Times

Large page sizes directly affects load times. To improve Visualforce page load times:

- Cache any data that is frequently accessed, such as icon graphics.
- Avoid SOQL queries in your Apex controller getter methods.
- Reduce the number of records displayed on a page by:
  - Limiting the data coming back from SOQL calls in your Apex controllers. For example, [using AND statements in your WHERE clause](#), or [removing null results](#)
  - Taking advantage of pagination with a list controller to present fewer records per page
- "Lazy load" Apex objects to reduce request times.
- Consider moving any JavaScript outside of the `<apex:includeScript>` tag and placing it into a `<script>` tag right before your closing `<apex:page>` tag. The `<apex:includeScript>` tag places JavaScript right before the closing `<head>` element; thus, Visualforce attempts to load the JavaScript before any other content on the page. However, you should only move JavaScript to the bottom of the page if you're certain it doesn't have any adverse effects to your page. For example, JavaScript code snippets requiring `document.write` or event handlers should remain in the `<head>` element.

In all cases, Visualforce pages must be under 15 MB.

### Multiple Concurrent Requests

Concurrent requests are long-running tasks that could block other pending tasks. To reduce these delays:

- Action methods used by `<apex:actionPoller>` should be lightweight. It's a best practice to avoid performing DML, external service calls, and other resource-intensive operations in action methods called by an `<apex:actionPoller>`. Carefully consider the effect of your action method being called repeatedly by an `<apex:actionPoller>` at the interval you specify, especially if it's used on a page that will be widely distributed, or open continuously.
- Increase the time interval for calling Apex from your Visualforce page. For example, when using the `<apex:actionPoller>` component, you could adjust the `interval` attribute to 30 seconds instead of 15.
- Move non-essential logic to an asynchronous code block using Ajax.

### Queries and Security

By using the `with sharing` keyword when creating your Apex controllers, you have the possibility of [improving your SOQL queries by only viewing a data set for a single user](#).

### Preventing Field Values from Dropping Off the Page

If your page contains many fields, including large text area fields, and has master-detail relationships with other entities, it may not display all data due to limits on the size of data returned to Visualforce pages and batch limits. The page displays this warning: "You requested too many fields to display. Consider removing some to prevent field values from being dropped from the display."

To prevent field values from being dropped from the page, remove some fields to reduce the amount of data returned. Alternatively, you can write your own controller extensions to query child records to be displayed in the related lists.

## Best Practices for Accessing Component IDs

To refer to a Visualforce component in JavaScript or another Web-enabled language, you must specify a value for the `id` attribute for that component. A DOM ID is constructed from a combination of the `id` attribute of the component and the `id` attributes of all components that contain the element.

Use the `$Component` global variable to simplify referencing the DOM ID that is generated for a Visualforce component, and reduce some of the dependency on the overall page structure. To reference a specific Visualforce component's DOM ID, add a component path specifier to `$Component`, using dot notation to separate each level in the component hierarchy of the page. For example, use `$Component.itemId` to reference a component at the same level in the Visualforce component hierarchy, or use `$Component.grandparentId.parentId.itemId` to specify a more complete component path.

A `$Component` path specifier is matched against the component hierarchy:

- At the current level of the component hierarchy where `$Component` is used; and then
- At each successive higher level in the component hierarchy, until a match is found, or the top-level of the component hierarchy is reached.

There is no backtracking, so if the ID you're trying to match requires a traversal up and then back down, it won't match.

The following example illustrates several uses of `$Component`:

```
<apex:page >

    <style>
        .clicker { border: 1px solid #999; cursor: pointer;
            margin: .5em; padding: 1em; width: 10em; text-align: center;
        }
    </style>

    <apex:form id="theForm">
        <apex:pageBlock id="thePageBlock" title="Targeting IDs with
$Component">
            <apex:pageBlockSection id="theSection">
                <apex:pageBlockSectionItem id="theSectionItem">
                    All the alerts refer to this component.

                    <p>The full DOM ID resembles something like
this:<br/>
j_id0:theForm:thePageBlock:theSection:theSectionItem</p>
                </apex:pageBlockSectionItem>

                <!-- Works because this outputPanel has a parent in
common
                    with "theSectionItem" component -->
                <apex:outputPanel layout="block" styleClass="clicker"

                    onclick="alert('{!$Component.theSectionItem}');">

                    First click here
                </apex:outputPanel>
            </apex:pageBlockSection>

            <apex:pageBlockButtons id="theButtons" location="bottom">

                <!-- Works because this outputPanel has a grandparent
```

```
("theSection")
    in common with "theSectionItem" -->
    <apex:outputPanel layout="block" styleClass="clicker"

onclick="alert('{!$Component.theSection.theSectionItem}');">
    Second click here
    </apex:outputPanel>

    <!-- Works because this outputPanel has a distant
ancestor ("theForm")
    in common with "theSectionItem" -->
    <apex:outputPanel layout="block" styleClass="clicker"

        onclick="alert('

{!$Component.theForm.thePageBlock.theSection.theSectionItem}');">
        Third click here
    </apex:outputPanel>
    </apex:pageBlockButtons>

    </apex:pageBlock>

    <!-- Works because this outputPanel is a sibling to
"thePageBlock",
    and specifies the complete ID path from that sibling -->

    <apex:outputPanel layout="block" styleClass="clicker"

onclick="alert('{!$Component.thePageBlock.theSection.theSectionItem}');">

        Fourth click here
    </apex:outputPanel>

    <hr/>

    <!-- Won't work because this outputPanel doesn't provide a
path
    that includes a sibling or common ancestor -->
    <apex:outputPanel layout="block" styleClass="clicker"
        onclick="alert('{!$Component.theSection.theSectionItem}');">

        This won't work
    </apex:outputPanel>
```



```

path
    <!-- Won't work because this outputPanel doesn't provide a
    that includes a sibling or common ancestor -->
    <apex:outputPanel layout="block" styleClass="clicker"
        onclick="alert('{!$Component.theSectionItem}');">
        Won't work either
    </apex:outputPanel>

</apex:form>
</apex:page>

```

## Using Unique IDs

Within each hierarchy segment in a page, the component `id` must be unique. However, Salesforce recommends you use an `id` that is unique on the page for every component you need to reference, and any components above it in the component hierarchy that are needed to reference it.

For example, suppose you had two data tables in a single page. If both data tables are contained in the same page block, they must have unique `id` attributes. If each is contained in a separate page block, it's possible to give them the same component `id`. If you do so, however, the only way to reference a specific data table is to assign an `id` to every component and then reference the data table component using the complete hierarchy, rather than letting Visualforce do it automatically. If the page hierarchy ever changes, your program will no longer work.

## Iterating with Component IDs

Some components, such as tables and lists, support iteration over a collection of records. After you assign an ID for these types of components, the system assigns a unique “compound ID” to each iteration of the component based on the initial ID.

For example, the following page contains a data table with an ID set to `theTable`.

```

<apex:page standardController="Account" recordSetVar="accounts"
id="thePage">
    <apex:dataTable value="{!accounts}" var="account" id="theTable">
        <apex:column id="firstColumn">
            <apex:outputText value="{!account.name}"/>
        </apex:column>
        <apex:column id="secondColumn">
            <apex:outputText value="{!account.owner.name}"/>
        </apex:column>
    </apex:dataTable>
</apex:page>

```

```

    </apex:dataTable>
</apex:page>

```

When the page is rendered, the `<apex:dataTable>` component results in the following HTML:

```

<table id="thePage:theTable" border="0" cellpadding="0" cellspacing="0">
<colgroup span="2"/>
<tbody>
    <tr class="">
        <td id="thePage:theTable:0:firstColumn">
            <span id="thePage:theTable:0:accountName">Burlington
Textiles</span>
        </td>
        <td id="thePage:theTable:0:secondColumn">
            <span id="thePage:theTable:0:accountOwner">Vforce
Developer</span>
        </td>
    </tr>
    <tr class="">
        <td id="thePage:theTable:1:firstColumn">
            <span id="thePage:theTable:1:accountName">Dickenson</span>

        </td>
        <td id="thePage:theTable:1:secondColumn">
            <span id="thePage:theTable:1:accountOwner">Vforce
Developer</span>
        </td>
    </tr>
</tbody>
</table>

```

Each table cell has a unique ID based on the ID value of the containing components. The first table cell in the first row has the ID `thePage:theTable:0:firstColumn`, the second cell in the first row has the ID `thePage:theTable:0:secondColumn`, the first cell in the second row has the ID `thePage:theTable:1:firstColumn`, and so on.

To refer to all entries in a column, you have to iterate across the table rows, referring to each `<td>` element that has an ID following the format of the column.

The same type of ID generation is done for elements within the table cells. For example, the account name in the first row is generated as a `span` with the ID `thePage:theTable:0:accountName`. Notice that ID does not include the value of the ID for the column it's in.

## Best Practices for Static Resources

### Displaying the Content of a Static Resource with the `action` Attribute on `<apex:page>`

You can use the `action` attribute on a `<apex:page>` component to redirect from a Visualforce page to a static resource. This functionality allows you to add rich, custom help to your Visualforce pages. For example, to redirect a user to a PDF:

1. Upload the PDF as a static resource named `customhelp`.
2. Create the following page:

```
<apex:page sidebar="false" showHeader="false"
  standardStylesheets="false"
    action="{!URLFOR($Resource.customhelp)}">
</apex:page>
```

Notice that the static resource reference is wrapped in a `URLFOR` function. Without that, the page does not redirect properly.

This redirect is not limited to PDF files. You can also redirect a page to the content of any static resource. For example, you can create a static resource that includes an entire help system composed of many HTML files mixed with JavaScript, images, and other multimedia files. As long as there is a single entry point, the redirect works. For example:

1. Create a zip file that includes your help content.
2. Upload the zip file as a static resource named `customhelpsystem`.
3. Create the following page:

```
<apex:page sidebar="false" showHeader="false"
  standardStylesheets="false"
    action="{!URLFOR($Resource.customhelpsystem, 'index.htm')}">
</apex:page>
```

When a user visits the page, the `index.htm` file in the static resource displays.

## Best Practices for Controllers and Controller Extensions

### Enforcing Sharing Rules in Controllers

Like other Apex classes, custom controllers and controller extensions run in system mode.

Typically, you want a controller or controller extension to respect a user's organization-wide defaults, role hierarchy, and sharing rules. You can do that by using the `with sharing` keywords in the

class definition. For information, see “Using the `with sharing` or `without sharing` Keywords” in the [Force.com Apex Code Developer's Guide](#).



**Note:** If a controller extension extends a standard controller, the logic from the standard controller doesn't execute in system mode. Instead, it executes in user mode, in which the permissions, field-level security, and sharing rules of the current user apply.

### Controller Constructors Evaluate Before Setter Methods

Do not depend on a setter method being evaluated before a constructor. For example, in the following component, the component's controller depends on the setter for `selectedValue` being called before the constructor method:

```
<apex:component controller="CustCmpCtrl">
    <apex:attribute name="value" description=""
                    type="String" required="true"
                    assignTo="{!selectedValue}">
    </apex:attribute>
    //...
    //...
</apex:component>
```

```
public class CustCmpCtrl {

    // Constructor method
    public CustCmpCtrl() {
        if (selectedValue != null) {
            EditMode = true;
        }
    }

    private Boolean EditMode = false;

    // Setter method
    public String selectedValue { get;set; }
}
```

Since the constructor is called before the setter, `selectedValue` will always be null when the constructor is called. Thus, `EditMode` will never be set to true.

### Methods may evaluate more than once — do not use side-effects

Methods, including methods in a controller, action attributes, and expressions, may be called more than once. Do not depend on evaluation order or side-effects when creating custom methods in a controller or controller extension.

## Resources

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Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Visualforce.

- Visualforce Developer's Guide
- Visualforce Cheat Sheet
- Visualforce Workbook
- Visualforce development forums



# CHAPTER 15 Force.com Canvas

Force.com Canvas is a set of tools and JavaScript APIs that you can use to expose an application as a canvas app.

## When to Use Force.com Canvas

---

Force.com Canvas enables you to easily integrate a third-party application in Salesforce. This means you can take your new or existing applications and make them available to your users as part of their Salesforce experience. Instead of redesigning and reintegrating your external applications, you can now use these tools to integrate your technology within Force.com Canvas. The third-party app that you want to expose as a canvas app can be written in any language. The only requirement is that the app has a secure URL (HTTPS).

From a high-level view, there are two common scenarios where Force.com Canvas is implemented.

- Application integration—You’re a partner, systems integrator, or customer that builds cloud apps, and you’d like to integrate these applications with Salesforce.
- Application rationalization/enterprise desktop—You’re a large organization that has many existing apps that your users access in addition to Salesforce. You’d like to integrate these apps into Salesforce so that users can accomplish all of their tasks in one place.

## Supported Editions and Platforms

---

Force.com Canvas supports these Salesforce editions:

Edition	Create a canvas app	Publish a canvas app	Install a canvas app
Group	Yes*	No	Yes*
Professional	Yes*	No	Yes*
Enterprise	Yes	No	Yes
Unlimited	Yes	No	Yes
Performance	Yes	No	Yes

Edition	Create a canvas app	Publish a canvas app	Install a canvas app
Developer	Yes	Yes	Yes

\*Professional Edition organizations must have Force.com Canvas enabled in order for a canvas app to appear in the specified location.

Force.com Canvas supports the following browsers:

- Mozilla® Firefox® (preferred)
- Google Chrome™
- Microsoft® Internet Explorer® version 8, 9, 10 (be sure Compatibility Mode is disabled), and 11
- Apple® Safari® (be sure to set the Block Cookies setting to Never)

If your app uses session cookies, you might need to set your P3P header to allow for third-party cookies or change the browser settings to allow all session cookies.

The following Salesforce user permissions are required to create canvas apps and view them in the Canvas App Previewer:

- Customize Application
- Modify All Data

## Quick Start

This simple quick start shows you how to get started with Force.com Canvas by using the Heroku Quick Start. The Heroku Quick Start creates a “hello world” app on Heroku in either Java or Ruby, depending on the template you select. At the same time, it creates a corresponding canvas app in Salesforce.

The Heroku app is a “hello world” Web page that calls the Force.com Canvas SDK to display information about the current user and lets you post to the current user’s Chatter feed.

## Prerequisites

You need the appropriate access and tools to complete the quick start steps.

- Access to a Developer Edition organization.

If you are not already a member of the Force.com developer community, go to [developer.salesforce.com/signup](https://developer.salesforce.com/signup) and follow the instructions for signing up for a Developer Edition organization. Even if you already have Enterprise Edition, Unlimited Edition, or Performance Edition, use Developer Edition for developing, staging, and testing your solutions against



sample data to protect your organization's live data. This is especially true for applications that insert, update, or delete data (as opposed to simply reading data).

If you have an existing Developer Edition organization, and, from Setup, you don't see the menu item **Canvas App Previewer**, contact Salesforce.

- "Customize Application" and "Modify All Data" user permissions. If you're an administrator, you most likely already have these permissions. Otherwise, you need to add them so that you can see the Canvas App Previewer and create canvas apps.
- A Heroku account. Go here to create a Heroku account: <https://api.heroku.com/signup>.
- Java version 1.6 or 1.7 to run the *local* instance of the "hello world" app that you create. (The Heroku instance of the app automatically downloads the correct version of Java.)

## Create the App

In this step, you'll create both the Heroku "hello world" app and the associated canvas app in your Salesforce organization.

1. In Salesforce, from Setup, click **Canvas App Previewer**.
2. Click **Heroku Quick Start**.
3. In the `Template` field, select Java – Quick Start Template.
4. In the `Canvas App Name` field, enter a unique name of up to 30 characters.
5. In the `Heroku App Name` field, enter a unique name of up to 30 characters that begins with a letter and contains only lowercase letters, numbers, and dashes. The *newappName* must be unique across all Heroku apps. This name becomes part of the URL for your app, for example, *newappName.herokuapp.com*.
6. In the `Auth Type` field, select Username/Password.
7. In the `Heroku Username` field, enter the username for the account used to log in to Heroku. This is typically an email address. The Heroku app is created under this user's credentials.
 **Note:** This field has a maximum length of 30 characters. If your Heroku username is longer than 30 characters, you'll need to use the API key associated with your account. You can find this value on the Heroku `My Account` page.
8. In the `Heroku Password` field, enter the password for the account used to log in to Heroku.
 **Tip:** Instead of using the username and password for the Heroku account, you can use the account's associated API key. You can find this value on the Heroku `Account` page.

Alternatively, you can use Heroku OAuth which initiates the Heroku OAuth flow or, if you're currently logged in to Heroku, uses the Heroku token.

9. Click **Create**. The app displays in the left navigation pane.

If you see an error like "Error [Read timed out] executing POST to Heroku clone REST service," this means the operation has timed out trying to contact Heroku. You can check the status of Heroku at <http://status.heroku.com>.

10. Click the link to your new app on the left.

The app appears and you'll see the message `Hello User.FullName`, as well as other information about the current user.

You just created a canvas app—congratulations! You'll only be able to see your canvas app in the Canvas App Previewer until you set the locations where it can appear by following the steps in [Set the App Location](#). This defines where a user sees your app after it's installed in their organization.

Behind the scenes, the Heroku Quick Start sets the canvas app's `Permitted Users`, which includes admin-approved users and your profile. For example, if your user profile is System Administrator, that profile is added to the canvas app you just created, and any users with that profile can access the canvas app.

## Set the App Location

In this step, you'll specify where your canvas app can display to a user in Salesforce.

1. In the Salesforce application, from Setup, click **Create > Apps**.
2. In the Connected Apps related list, click the app you just created and then click **Edit**.
3. In the Canvas Apps Settings section, in the `Locations` field, select where the canvas app can appear to the user. For this walkthrough, select **Chatter Tab**.
  - **Chatter Feed**—The canvas app appears in the feed. If this option is selected, you must create a CanvasPost feed item and ensure that the current user has access to the canvas app.
  - **Chatter Tab**—The canvas app appears in the app navigation list on the Chatter tab. If this option is selected, the canvas app appears there automatically.
  - **Console**—The canvas app appears in the footer or sidebars of a Salesforce console. If this option is selected, you must choose where the canvas app appears in a console by adding it as a custom console component.
  - **Layouts and Mobile Cards**—The canvas app can appear on a page layout or a mobile card. If this option is selected, you choose where the canvas app appears by adding it to the page layout.

- **Mobile Nav**—The canvas app is accessible from the navigation menu in Salesforce1.
- **Open CTI**—The canvas app appears in the call control tool. If this option is selected, you must specify the canvas app in your call center's definition file for it to appear.
- **Publisher**—The canvas app appears in the Chatter publisher and Salesforce1 action bar. If this option is selected, you must also create a canvas custom action and add it to the global publisher layout or to an object's page layout.
- **Visualforce Page**—The canvas app can appear on a Visualforce page. If you add an `<apex:canvasApp>` component to expose a canvas app on a Visualforce page, be sure to select this location for the canvas app; otherwise, you'll receive an error.

#### 4. Click **Save**.

Because you selected **Chatter Tab**, your canvas app now appears in the left navigation pane on the Chatter tab.

## Best Practices

---

Consider the best practices explained in this section.

## Referencing the Force.com Canvas SDK

The Force.com Canvas SDK is available on [GitHub](#), and you have two options for referencing it from your canvas app.

- Host the SDK on your own Web server and access it there
- Access the SDK hosted on the Salesforce server

For example, here's what the include statement looks like if you host the SDK on your own Web server:

```
<script type="text/javascript" src="/sdk/js/canvas-all.js"></script>
```

Here's what the include statement looks like if you reference the hosted SDK:

```
<script type="text/javascript"
src="https://<instance>.salesforce.com/canvas/sdk/js/34.0/canvas-all.js"></script>
```

The ability to reference the SDK on the Salesforce server is useful when you want to include one of the SDK files in a Web app or from a Visualforce page.

## User Interface Considerations

Here are some things to be aware of when designing and implementing the user interface for your canvas app.

### Canvas size

The frame size for canvas apps varies depending on the location where the app appears. When using the SDK, these values are returned in the `Dimensions` Canvas object.

### Logo image

The logo image associated with a canvas app is displayed when someone installs your canvas app or during OAuth authentication when the user is prompted to allow the app to run. We recommend that you use an image of size 256 pixels (high) by 256 pixels (wide).

### Icon image

The icon image associated with a canvas app is displayed in these locations:

- To the left of the link to your canvas app on the Chatter tab, in the Chatter apps list.
- To the left of the link to your canvas app in the Canvas App Previewer.

### Thumbnail image

The thumbnail image associated with a canvas app feed item is displayed when someone accesses your canvas app in the feed. If specified, this image appears next to the feed item title and description.

We recommend that you use an image of size 120 pixels (high) by 120 pixels (wide) or smaller.

## Visualforce Considerations with Force.com Canvas

Keep the following considerations in mind when using the `<apex:canvasApp>` component:

- The `<apex:canvasApp>` component is available only in organizations that have Force.com Canvas enabled and in Visualforce pages at version 27.0 or higher.
- If you include a canvas app on an object detail layout, you must provide the height of the canvas app in the page layout as well as in the `<apex:canvasApp>` component.
- Location—If the canvas app is in a Visualforce page, then the `Environment.displayLocation` field contains the value `Visualforce`.

## Force.com Canvas Limits

Because Force.com Canvas runs in a multitenant environment, limits are enforced to ensure protection of shared resources.

Description	Limit
Number of canvas apps per user that can be displayed on the Chatter tab. Only the first 50 canvas apps are displayed (sorted alphabetically).	50
Number of Force.com Canvas calls per day per user (24-hour period)	5,000  This includes SDK calls to get context and signed request calls. Note that when you call a SignedRequest method, there are actually two calls that are made—one call for the method and one call for internal logging.
Heroku Quick Start calls per day per user	100  Heroku accounts have their own limits on the number of calls you can make.

## Cross-Domain XHR

Canvas apps are loaded on a Salesforce page in an iFrame. Therefore, the canvas app (in its own domain) can't make XHR (XML HTTP request) calls back to the \*.salesforce.com domain. You can develop and deploy your own proxies as part of the SDK, however, Force.com Canvas provides a client-side proxy written in JavaScript. This proxy enables client-side XHR calls back to Salesforce.

If you use this proxy from the client to make an XHR request, the API forwards the request to the outer iFrame and the request is submitted on your behalf. When the request is complete, the SDK calls the client's callback function with the results.



**Note:** The SDK supports cross-domain XHR calls, however, it shouldn't be used to make same-domain calls.

## Resources

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Force.com Canvas.

- Force.com Canvas Developer's Guide
- APIs and Integration forum (see posts tagged with "Canvas")



## CHAPTER 16 Tooling API

Use Tooling API to build custom development tools for Salesforce applications.

### When to Use Tooling API

---

Tooling API provides SOAP and REST interfaces that allow you to build custom development tools for Force.com applications. Tooling API exposes metadata used in developer tooling that you can access through REST or SOAP. Use Tooling API like the Salesforce REST API and SOAP API with one of the Tooling WSDLs.

For example, using Tooling API you can:

- Add features and functionality to your existing Force.com tools.
- Build dynamic modules for Force.com development into your enterprise integration tools.
- Build specialized development tools for a specific application or service.

To accomplish these goals, Tooling API gives you calls to do the following:

- Manage working copies of Apex classes and triggers and Visualforce pages and components.
- Manage working copies of static resource files.
- Check for updates and errors in working copies of Apex classes and triggers and Visualforce pages and components, and commit changes to your organization.
- Set heap dump markers.
- Overlay Apex code or SOQL statements on an Apex execution.
- Execute anonymous Apex.
- Set checkpoints to generate log files for yourself or for other users.
- Access debug log and heap dump files.
- Manage custom fields on custom objects.
- Access code coverage results.

The following Java code snippet uses the SOAP-based interface of Tooling API to programmatically create an Apex class with a single method called `SayHello`.

```
String classBody = "public class Messages {\n"  
    + "public string SayHello() {\n"
```

```
+ " return 'Hello';\n" + "}\n"
+ "};";

// create a new ApexClass object and set the body
ApexClass apexClass = new ApexClass();
apexClass.Body = classBody;
ApexClass[] classes = { apexClass };

// call create() to add the class
SaveResult[] saveResults = sforce.create(classes);
for (int i = 0; i < saveResults.Length; i++)
{
    if (saveResults[i].success)
    {
        Console.WriteLine("Successfully created Class: " +
            saveResults[i].id);
    }
    else
    {
        Console.WriteLine("Error: could not create Class ");
        Console.WriteLine("    The error reported was: " +
            saveResults[i].errors[0].message + "\n");
    }
}
```

## Supported Editions and Platforms

---

To use Tooling API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

## Resources

---

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Tooling API.

- Tooling API Developer's Guide
- APIs and Integration forums



## CHAPTER 17 Salesforce1 Reporting REST API

The REST-based Salesforce1 Reporting API provides programmatic access to your report data in Salesforce.

### When to Use Salesforce1 Reporting REST API

---

Salesforce1 Reporting REST API lets you integrate report data as defined in the report builder into any web or mobile application, inside or outside the Salesforce platform. For example, you might use the API to trigger a Chatter post with a snapshot of top-performing reps each quarter.

Using the Salesforce1 Reporting API, you can:

- Integrate report data into custom objects.
- Define rich visualizations on top of the API to animate the data.
- Build custom dashboards.
- Automate reporting tasks.

At a high level, the API resources let you query and filter report data. You can:

- Run tabular, summary, or matrix reports synchronously or asynchronously.
- Filter for specific data on the fly.
- Query report metadata.

As an example, you could use the Salesforce1 Reporting API execute async REST resource to asynchronously run a report. You'd use a REST resource URL of the form:

```
/services/data/<latest API version>/analytics/reports/<report ID>/instances
```

In your POST request, you'd provide JSON data indicating the desired groupings and filters. After a successful request, Salesforce will queue the report to be run and return JSON response data containing information on where to get the report status and results, that might look something like this:

```
{
  "id": "0LGD000000000IjOAI",
  "requestDate": "2013-08-12T18:39:06Z",
  "status": "New",
  "ownerId": "005D0000001KvxRIAS",
  "url":
```

```
"/services/data/v29.0/analytics/reports/000D0000001ZbP7MAK/instances/0LGD000000000IjQAI",  
  
  "hasDetailRows": false,  
  "completionDate": null  
}
```

## Supported Editions and Platforms

---

To use Salesforce1 Reporting API, your organization must use Enterprise Edition, Performance Edition, Unlimited Edition, or Developer Edition. If you are an existing Salesforce customer and want to upgrade to Enterprise, Unlimited, or Performance Edition, contact your account representative.

## Best Practices

---

Consider the best practices explained in this section.

## Use JSON for Request and Response Data

Salesforce1 Reporting REST API supports request and response data in JSON, and not in XML. While using the Salesforce1 Reporting API with a request body, use `Content-Type: application/json` in your request headers.

## Salesforce1 Reporting API Limits

Salesforce1 Reporting API has the following limitations:

### Reports API Limits

- Cross filters, standard report filters, and filtering by row limit are unavailable when filtering data.
- Historical trend reports are only supported for matrix reports.
- The API can process only reports that contain up to 100 fields selected as columns.
- A list of up to 200 recently viewed reports can be returned.
- Your organization can request up to 500 synchronous report runs per hour.
- The API supports up to 20 synchronous report run requests at a time.
- A list of up to 2,000 instances of a report that was run asynchronously can be returned.
- The API supports up to 200 requests at a time to get results of asynchronous report runs.
- Your organization can request up to 1,200 asynchronous requests per hour.

- Asynchronous report run results are available within a 24-hour rolling period.
- The API returns up to the first 2,000 report rows. You can narrow results using filters.
- You can add up to 20 custom field filters when you run a report.

### Dashboards API Limits

- Your organization can request up to 200 dashboard refreshes per hour.
- Your organization can request results for up to 5,000 dashboards per hour.

## Resources

---

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Salesforce1 Reporting REST API.

- Salesforce1 Reporting REST API Developer's Guide
- APIs and Integration forums



# COLLABORATION

## CHAPTER 18 Chatter REST API

Use Chatter REST API for programmatic access to Chatter feeds, groups, and social data in your Salesforce organization.

### When to Use Chatter REST API

---

Use Chatter REST API to display Salesforce data, especially in mobile applications. Chatter REST API responses are localized and structured for presentation. You can filter responses so they contain only what the app needs. In addition to Chatter feeds, users, groups, and followers, Chatter REST API provides programmatic access to files, recommendations, topics, notifications, Data.com purchasing, and more. Chatter REST API is similar to APIs offered by other companies with feeds, such as Facebook and Twitter, but it also exposes Salesforce features beyond Chatter.

Use Chatter REST API to:

- Build a mobile app.
- Integrate a third-party Web application with Salesforce so it can notify groups of users about events.
- Display a feed on an external system, such as an intranet site, after users are authenticated.
- Make feeds actionable and integrated with third-party sites. For example, an app that posts a Chatter item to Twitter whenever the post includes #tweet hashtag.
- Create simple games that interact with the feed for notifications.
- Creating a custom, branded skin for Chatter for your organization.

Chatter REST API complements the SOAP API and the REST API by making it easy to interact with Chatter data. Many Chatter REST API resource actions are also exposed as static methods on Apex classes in the `ConnectApi` namespace. This namespace is also referred to as *Chatter in Apex*. Use Chatter in Apex to develop Chatter applications on the Force.com platform without using HTTP callouts from Apex.

### Supported Editions and Platforms

---

Chatter REST API is available in all editions except Personal Edition. Also, most features require Chatter to be enabled for the organization.

## Chatter REST API Quick Start

---

Connect to Salesforce and authenticate, then make a request to Chatter REST API and look at the response.

### Prerequisites

Complete these prerequisites before you begin the quick start.

Become familiar with:

- cURL, which is a command-line tool the quick start uses as the client application that makes HTTP requests to Salesforce. cURL is pre-installed on many Linux and Mac systems. Windows users can download a version at [curl.haxx.se/](http://curl.haxx.se/). When using HTTPS on Windows, ensure that your system meets the cURL requirements for SSL.



**Note:** cURL is an open source tool and is not supported by Salesforce.

- JavaScript Object Notation (JSON), which is the data format returned in this quick start.
- OAuth 2.0, which is the framework Salesforce uses for authentication. The quick start provides the steps, but it would be helpful to familiarize yourself with OAuth terms and concepts.

### Step One: Obtain a Salesforce Developer Edition Organization

If you are not already a member of the Force.com developer community, go to [developer.salesforce.com/signup](https://developer.salesforce.com/signup) and follow the instructions for signing up for a Developer Edition organization. Even if you already have Enterprise Edition, Unlimited Edition, or Performance Edition, use Developer Edition for developing, staging, and testing your solutions against sample data to protect your organization's live data. This is especially true for applications that insert, update, or delete data (as opposed to simply reading data).

If you already have a Developer Edition organization, verify that you have the "API Enabled" permission. This permission is enabled by default, but may have been changed by an administrator. For more information, see the help in the Salesforce user interface.

### Step Two: Set Up Authorization

Create a connected app in a Salesforce organization and enable OAuth. The client application uses the connected app to connect to Salesforce.

1. In your Developer Edition organization, from Setup, click **Create > Apps**, and in the Connected Apps section, click **New** to create a new connected app.  
Clients can use a connected app to sign in to any organization, even if the connected app isn't defined in that organization.
2. Enter a connected app name.
3. Enter the contact email, as well as any other required information.
4. Select `Enable OAuth Settings`.
5. Enter a `Callback URL`. It must be secure: `http://` does not work, only `https://` works. For this quick start, you can simply enter `https://`.
6. Enter an OAuth scope. Select `Access and manage your Chatter feed` in addition to any other scope you want your connected app to allow access to.
7. Click **Save**.  
The `Consumer Key` is created and displayed, and a `Consumer Secret` is created (click the link to reveal it).

## Step Three: Connect to Chatter REST API Using OAuth

Use OAuth to connect to Salesforce and get an access token. Pass the access token in requests to Chatter REST API.

Complete [Step Two: Set Up Authorization](#) and create a connected app before starting this task.

This table maps the terms used in the connected app you created to the OAuth properties used in the examples. The OAuth 2.0 specification uses the word "client" instead of "consumer."

Connected App Application Label	Value in Example
<code>Consumer Key</code>	<code>client_id</code>
<code>Consumer Secret</code>	<code>client_secret</code>



**Note:** This quick start uses the username-password OAuth authentication flow. The username-password authentication flow passes the user's credentials back and forth. Use this authentication flow only when necessary, such as in this quick start. No refresh token will be issued. In addition, Salesforce Communities doesn't support the username-password authentication flow. In this quick start, don't make a request to a Communities URL.

To make a request to Salesforce, substitute values from your organization into these examples:

### 1. Generate the access token.

This cURL command generates an access token:

```
curl --form client_id=3MVG9PhR6g6B7ps4xDycwGrI4PvjVZvK9
--form client_secret=8870355475032095511
--form grant_type=password
--form username=admin@seattleapps.com
--form password=1Lsfdc!
https://login.salesforce.com/services/oauth2/token
```



**Tip:** To paste a multi-line command into a Mac or Linux command line interface, escape each line with a backslash ("\") to indicate that the command continues on the next line. An escaped line looks like this:

```
curl --form client_id=3MVG9PhR6g6B7ps4xDycwGrI4PvjVZvK9 \
```

To paste a multi-line command into the Windows Command Prompt, escape each line with a caret ("^"). An escaped line looks like this:

```
curl --form client_id=3MVG9PhR6g6B7ps4xDycwGrI4PvjVZvK9 ^
```

The response includes the server instance and the access token:

```
{
  "id": "https://login.salesforce.com/id/00Di0000000hT9uEAE/005i00000022uIbAAI",
  "issued_at": "1302907727777",
  "instance_url": "https://na1.salesforce.com",
  "signature": "5jcevY5fUai0lWntuSxkwBzWcvRjd01RCOkIBZpyGv0=",
  "access_token": "00DD0000000FJ6T!AQkAQPde_DMF2vGzddfZmBRS95GojDdbA
rKkgukAgZP0OVfYY5KkAqhLw9ejeKIlpJ3FgwGAWeRlBiWRt8mfXEuAZGbZNosk"
}
```

### 2. To request a Chatter REST API resource, use the returned `instance_url` as the server instance. Pass the returned `access_token` as a Bearer token in the Authorization request header.

```
curl -X GET
https://na1.salesforce.com/services/data/v34.0/chatter/users/me

-H 'Authorization: Bearer
00DD0000000FJ6T!AQkAQPde_DMF2vGzddfZmBRS95Goj
```



```
DbtArKkgukAgZP0OVfYY5KkAqhLw9ejeKI1pJ3FgwGAWeR1BiWRt8mfXEuAZGbZNosk'
```

This example uses these values:

Property	Value
Server instance	na1.salesforce.com
client_id	3MVG9PhR6g6B7ps4xDycwGrI4PvjVZvK9
client_secret	8870355475032095511
grant_type	password  The value of <code>grant_type</code> depends on the OAuth authentication flow you are using.
username	admin@seattleapps.com
password	1Lsfdc!

## Connecting to Salesforce Communities

To use OAuth to connect to a Salesforce community, replace the server instance name with the full path to the community URL.

To connect to a Salesforce community, you can use the OAuth Web server and user-agent workflows.

To authenticate a user using the authorize URL, replace the `login.salesforce.com` host name with the full path to the community URL. This is the non-Communities URL:

```
https://login.salesforce.com/services/oauth2/authorize?
response_type=token&client_id=your_app_id&redirect_uri=your_redirect_uri
```

This is the Communities URL:

```
https://acme.force.com/customers/services/oauth2/authorize?
response_type=token&client_id=your_app_id&redirect_uri=your_redirect_uri
```

When implemented successfully, this URL directs users to your app's branded login page. After they authorize the app, set a user access token and a refresh token for future authentication. In requests for the token endpoint, replace the host with the community, like this:

```
https://acme.force.com/customers/services/oauth2/token
```

To request a Chatter REST API resource, use the Salesforce host name and specify the community ID:

```
https://na1.salesforce.com/services/data/v29.0/connect  
/communities/communityId/chatter/feeds/news/me/feed-elements
```

Alternately, you can replace the host name with the full path to the community URL:

```
https://communitydomain.force.com/communitypath/services/data/v29.0/connect  
/communities/communityId/chatter/feeds/news/me/feed-elements
```

## Best Practices

---

Consider the best practices in this section.

### Chatter REST API Limits

Chatter REST API requests are subject to rate limiting. Chatter REST API has a different rate limit than other Salesforce APIs. Chatter REST API has a per user, per application, per hour rate limit. When you exceed the rate limit, all Chatter REST API resources return a 503 Service Unavailable error code.

For applications using a session ID from Force.com, the rate limit is per user, per hour—there isn't a separate bucket for applications. All applications the user accesses with a session ID use this general quota. To take advantage of the per user, per application, per hour limit, use OAuth tokens.



**Note:** Load, performance, and other system issues can prevent some limits from being reached.

Limits can change without notice. Applications should make efficient use of available requests and gracefully handle the 503 error code.

### Using Wildcards to Match Text Patterns

Use wildcard characters to match text patterns in Chatter REST API and Chatter in Apex searches. A common use for wildcards is searching a feed. Pass a search string and wildcards in the `q` parameter. This example is a Chatter REST API request:

```
/chatter/feed-items?q=chat*
```

This example is a Chatter in Apex method call:

```
ConnectApi.ChatterFeeds.searchFeedItems(null, 'chat*');
```

## Understanding Response Body Encoding

Chatter REST API serves user-submitted content that is often not filtered at input and may come from many different sources including third-party mobile and web applications. Therefore, developers creating applications that consume Chatter REST API output must take care to properly process the output for the context in which they use the data.

Chatter REST API strings are minimally HTML entity encoded by default, which is suitable in most cases for display between HTML tags, but not necessarily in other HTML contexts. Chatter REST API output may be used in many contexts. Developers should not assume that the default entity encoding is appropriate for all contexts. In particular, using Chatter REST API output inside HTML attribute values, inside URLs, with javascript, inside script tags and inside CSS all require different encoding and whitelisting.

For non-HTML contexts, such as native mobile applications, Chatter REST API clients can request raw (unencoded) output. Set the `X-Chatter-Entity-Encoding` HTTP header in a request to `false`.

Chatter REST API does special encoding of any URL values included in response payloads. The main part of the URL is URL-encoded as per RFC2396, and the query string is HTML-form encoded. This encoding cannot be turned off.

## Resources

---

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Chatter REST API.

- Chatter REST API Developer's Guide
- Chatter Code Recipes
- Chatter REST API Cheat Sheet
- Chatter development forum



## CHAPTER 19 Salesforce Mobile SDK

The Salesforce Mobile SDK provides a set of frameworks and tools that let you easily create sophisticated mobile apps that integrate with Salesforce.

### When to Use Mobile SDK

---

Salesforce Mobile SDK lets you develop native Objective-C apps for iOS and Java apps for Android. You can also use it to provide a native container for hybrid apps written in HTML5 and JavaScript. Npm scripts for iOS and Android help you get started building native and hybrid apps. Salesforce Mobile SDK provides:

- Native device services. You can access device features such as the camera, GPS, and contacts across a broad range of iOS and Android devices.
- Secure offline storage and data synchronization. You can build applications which continue to function with limited or no network connectivity. The data stored on the device is securely encrypted and safe, even if the device is lost or stolen.
- Application security. You're free from having to rebuild login pages and general authentication in mobile apps. Mobile SDK apps quickly and easily integrate with enterprise security management.

Mobile SDK also integrates with the Force.com cloud architecture by providing:

- SmartSync Data Framework for accessing Salesforce data through JavaScript
- SmartSQL support for advanced data queries
- Data syncing for native and hybrid apps
- Implementation of Force.com Connected App policy that works out of the box
- OAuth credentials management, including persistence and refresh capabilities
- Support for Salesforce Communities logins and external authentication providers
- Built-in registration with Salesforce for push notifications
- Wrappers for Salesforce REST APIs
- Libraries for building native iOS and Android applications
- Cordova-based containers for building hybrid applications

## Supported Editions and Platforms

---

You'll need the following to use the Mobile SDK:

- To build iOS applications (hybrid or native), you'll need Mac OS X 10.8 ("Mountain Lion") or later, iOS 7 or later, and Xcode 5.0 or later.
- To build Android applications (hybrid or native), you'll need the Java JDK 6, Eclipse, Apache Ant, the Android ADT plug-in for Eclipse, and Android SDK Tools, version 21 or later.
- Mobile SDK resources are on GitHub, a social coding community. You can access all of our files in our public repository, but we think it's a good idea to join. <https://github.com/forcedotcom>

Depending on how you use the Mobile SDK to integrate with Salesforce, you might also end up using Visualforce, Apex, or the REST API. See the sections in this guide on these APIs to understand what Salesforce editions are supported, and what additional requirements might be needed.

## CHAPTER 20 Resources

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on Salesforce Mobile SDK.

- Salesforce Mobile SDK Development Guide
- Platform Mobile Services site
- Mobile SDK release notes
- Mobile development forums

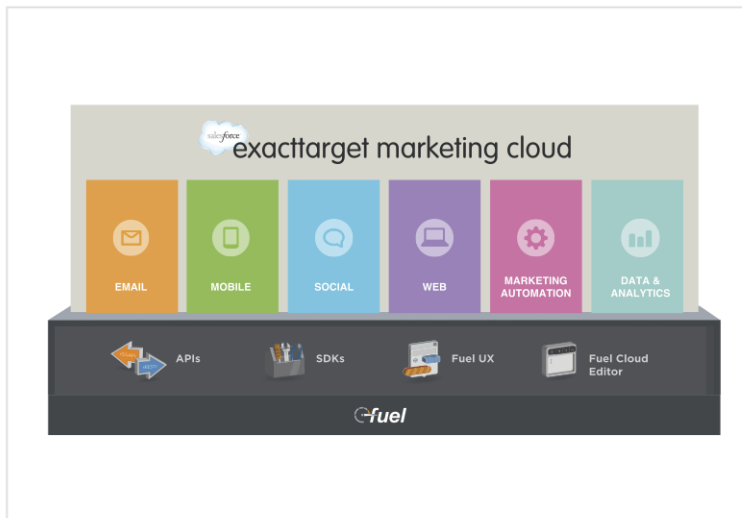




# MARKETING CLOUD

## CHAPTER 21 ExactTarget API

ExactTarget's core offerings include an award-winning product, called Fuel, that powers multi-channel marketing programs for many of the world's top brands. The foundation of the ExactTarget Marketing Cloud, Fuel is open to third-party development, enabling you to build upon, extend, and integrate with ExactTarget's industry-leading digital marketing products.



If you're reading this, you're probably a developer who works for an ExactTarget customer or partner, and you're probably wondering how to get started. The next few sections will introduce you to Fuel and how to leverage the ExactTarget Marketing Cloud to build innovative customer touchpoints.

## Using Fuel to Send Email

---

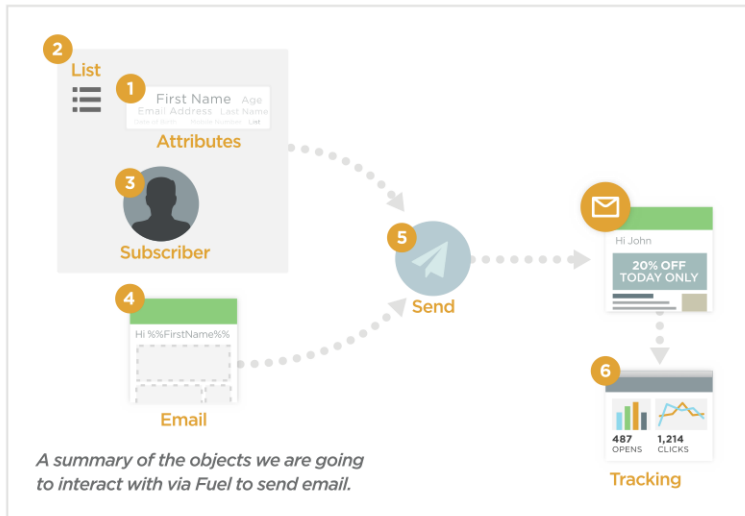
One of the most common uses of Fuel is to send email. This section walks you through the process of sending an email to a list of subscribers. This example is designed to illustrate many of the basic concepts that you will need to use Fuel programmatically to send email, both promotionally and transactionally.

Specifically, you'll learn how to add attributes associated with purchase activity to the subscriber data model. You'll learn how to create a list, add a subscriber to that list, create an email, send the email to the

list, and get back tracking events from the send, all programmatically. Finally, you'll learn how to use content scripting to build a highly personalized message using additional data sets.

# Basic Concepts: Subscribers, Attributes, Lists, and Emails

Before you write any code, we need to introduce a few key ExactTarget Marketing Cloud concepts: subscribers, lists, profile attributes, and emails. These four concepts are the basis of any email communication that ties contacts, subscription, and content together.



*Subscribers* are contacts that have an email address and status. A subscriber can be active, unsubscribed, or held. If a subscriber is active, the Marketing Cloud can send email to that email address. If a subscriber is unsubscribed, the Marketing Cloud will prevent email from being sent to that email address. If a subscriber is held, previous attempts to send email to that email address bounced.

*Lists* contain subscribers and represent the simplest way to send email to multiple subscribers. Every account in the Marketing Cloud has an "All Subscribers" list that, as the name implies, contains all subscribers on all lists. All lists in an account are considered children of the "All Subscribers" list, so if a subscriber is unsubscribed on the "All Subscribers" list, that subscriber is considered unsubscribed on all lists, and the Marketing Cloud will not allow email to be sent to that subscriber.

*Profile attributes* are arbitrary name-and-value pairs that can be associated with each subscriber. For example, you might use a profile attribute to store the subscriber's first name so that you can personalize email to that subscriber and address him or her by name (for example, "Hi Dale"). Profile attributes exist at the "All Subscribers" list level and apply to all child lists that are created. You can create up to 200 profile attributes

in an account. A more flexible attribute model exists with data extensions. See this guide's section on [data extensions](#) on page 223 for information on personalizing your messages further.

*Emails* are delivered to lists of subscribers. Every email is a template that can be personalized with substitution strings represented by your profile attributes. The email template governs how an email goes from being a skeleton of structure to being a fully formed email that's can be automatically sent using a production data source. You can create an email by using our Fuel SDKs in the tutorial in this chapter.

In this tutorial, you'll learn how to use Fuel to programmatically create a profile attribute, create a list, add a subscriber to the list, create a personalized email, send the email to the list, and get tracking events such as opens and clicks. In the last section of the tutorial, you'll learn how to personalize your email further by using advanced Marketing Cloud features such as data extensions and AMPscript.

## Setting Up Your Development Environment

Before you write any code, you need to set up your development environment. Let's do that now.

### Fuel SDKs

---

#### Fuel SDKs

First, download the Fuel SDK for your preferred environment. The Fuel SDKs are wrappers around Fuel's APIs that enable developers to integrate with those APIs by using native language constructs. You can find the SDKs at <https://code.exacttarget.com/sdks>. Fuel SDKs are available for Java, .NET, PHP, Python, and Ruby. You'll be using the PHP SDK to build your app, but all Fuel SDKs employ common patterns, so you'll be able to adapt the example code to any of the other SDKs fairly easily. Install the PHP SDK in a subdirectory of your workspace, called `sdks`. Make sure that you have all dependencies installed as described in the SDK's README. [Building the App](#) on page 213 explains how to configure the SDK, but don't worry about that now.

The SDKs provide protocol agnostic interfaces across Fuel's SOAP and REST APIs as well as automated token management and other features that are designed to reduce development time. Our SOAP API is our oldest and most comprehensive API, but its functionality is limited to the ExactTarget email application, and like all SOAP APIs, it's fairly heavyweight. Our REST API is newer and less comprehensive, but it exposes a broader set of Marketing Cloud capabilities and is more lightweight and easy to use (and is getting more comprehensive with every release). Both share a common authentication mechanism based on OAuth 2.

By using the SDKs, you get the best of both worlds. And, in most cases, you can accomplish the same task with less code by using the SDKs. We've also encapsulated common patterns and best practices directly into the SDKs. That's why they're the most popular way to integrate with the Fuel Platform.

If there's no SDK for your preferred environment, or if you'd rather not use an SDK, don't worry—you can always access the APIs directly. We'll show you a few examples of how to do that, but we won't be able to be comprehensive. You can find more information about how to use the API directly at [Code@ExactTarget](#).

# App Center

---

Next, you'll create an App Center account and log in to that account. App Center is the central development console for using Fuel's APIs and building ExactTarget Marketing Cloud apps. To create an account:

1. Navigate to <https://code.exacttarget.com/>.
2. Click **App Center**.
3. Click **Create an account now**.
4. Complete the form, and then click **Create new account**.
5. In the confirmation email that you receive, click **Update Profile**, and then set a password.

Once you've created an account on Code@ExactTarget, logged in to that account, and downloaded the appropriate Fuel SDK (if applicable), the next step is to connect an application to ExactTarget using App Center. App Center is the central development console for building applications and integrating with the Fuel Platform. An extension to the Code@ExactTarget developer community, App Center enables ExactTarget developers to obtain API keys for authenticating with Fuel APIs as well as create and manage their Marketing Cloud apps.

App Center is accessed via the Code@ExactTarget top menu bar.

1. Navigate to <https://appcenter.exacttarget.com/>.
2. Click the **Login** link in the upper-right corner to get to the next screen.
3. Enter your credentials, and then click **Log In**.
4. The **App Center** button appears in your main navigation bar after you've logged in. Click it, and then proceed with the registration process. Simply fill out the form and click **Continue**.
5. Accept the End User License Agreement to proceed.

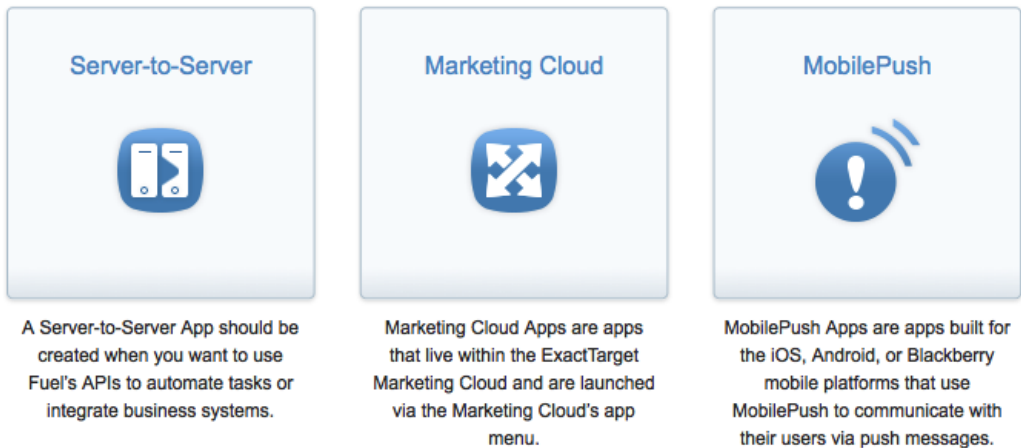
After you accept the EULA, you can create your first app.

Each app in App Center represents an application that has been connected to the Fuel Platform. If you're familiar with connected apps in Force.com, you'll find the concept of connected apps in Fuel familiar.

There are currently three types of connected apps.

- **Server-to-Server apps** are secure, API-based, server-to-server integrations. Create a Server-to-Server app when you want to use Fuel's APIs to automate tasks or integrate business systems. Server-to-Server apps utilize an OAuth 2.0 client credentials flow to acquire access tokens directly from Fuel's authentication service.

- **Marketing Cloud apps** live within the ExactTarget Marketing Cloud and are launched via the Marketing Cloud's app menu. Marketing Cloud apps can be custom apps that are built by your organization or apps that are installed from the ExactTarget HubExchange. Marketing Cloud apps utilize a JSON Web Token (JWT) to acquire access tokens on behalf of logged-in users.
- **MobilePush apps** are built for the iOS, Android, or Blackberry mobile platforms that use MobilePush to communicate with their users via push messages. MobilePush apps are classified as consumer-grade applications and utilize long-lived, limited-access tokens.



## Connect an App

Because you're building an API-based integration with the ExactTarget Marketing Cloud, you'll be creating a Server-to-Server App. After you're in App Center, click **Server-to-Server**. Give the app a name and description, and then specify `myapp` as your package name. Packages uniquely identify the app in ExactTarget Fuel.

The screenshot shows the 'Define' step of a four-step wizard. The steps are: 1. Define (active), 2. Integrate, 3. Data Access, and 4. Summary. Navigation buttons 'Back' and 'Next' are in the top right. The 'Properties' section contains the following fields:

- Name \***: Text input with 'My app'.
- Description**: Text input with 'Best app ever!'.
- Package \* ?**: Text input with 'com.imurdock.' and a sub-input with 'myapp'. A note 'Must be unique.' is to the right.
- Would you like to use an existing App ID?**: Radio buttons for 'Yes' and 'No' (selected).

## Connect Your App to an Account

Next, you need to link your app to an ExactTarget Marketing Cloud account. This is the account your app will access when it makes API calls and can be thought of as your app's development environment.


The screenshot shows the 'Integrate' step of the wizard. The steps are: 1. Define, 2. Integrate (active), 3. Data Access, and 4. Summary. Navigation buttons 'Back' and 'Next' are in the top right. The 'Accounts' section contains the following elements:

- Account \***: A drop-down menu with 'New...' selected.
- Production ExactTarget Account**: Radio button (selected).
- Sandbox ExactTarget Account ?**: Radio button.
- Link to Account >**: Button.

The first time you link an app to an account, you need to select **New...** from the drop-down menu. App Center saves account references, so if you want to use the same account for future apps, you can select that account from the drop-down menu rather than linking a new one.

When you link an account, you need to tell App Center what type of account it is. A **Production ExactTarget Account** is what most developers have access to and use for development purposes. A **Sandbox ExactTarget Account** is a special type of account that some organizations have purchased that is used in conjunction with a production account for testing. If you're not sure which type of account to choose, choose Production ExactTarget Account.

After you have selected what type of ExactTarget account you want to link to your app, click the **Link to Account** button. A new browser window will open, showing the Marketing Cloud login screen asking for a username and password. You may need to ask your administrator to create a user account for you if you do not have existing credentials.

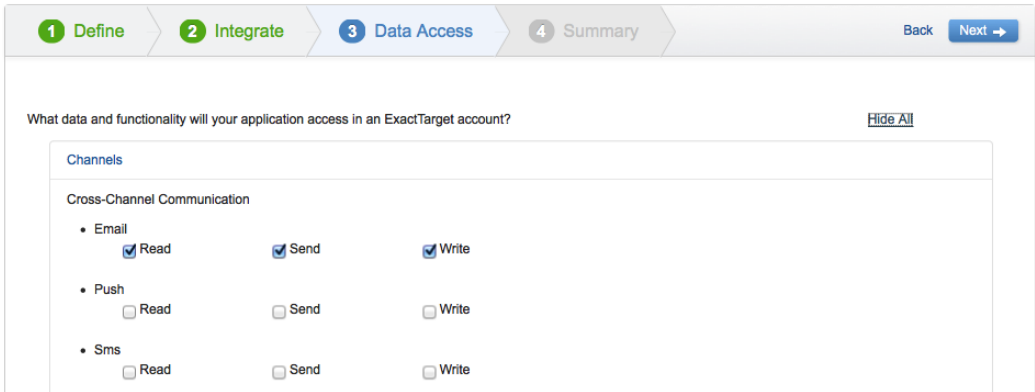
 **Note:** Don't confuse the username and password you used to log into Code@ExactTarget with your Marketing Cloud credentials—they're different!

## Give Your App Access to Account Features

Upon completion of the login process, you will automatically be moved to the next step of the wizard. In this step, you need to tell App Center what account features your app will need to use. Your app will only be able to access the account features you specify here, and for other app types, like Marketing Cloud Apps, the users of your app must also have access to those features to use your app in their Marketing Cloud account.

Your app will need to create and modify emails, lists, subscribers, and data extensions, as well as send email and retrieve tracking event data. So, in this step, you should give the app access to the following account features and operations.

- **Channels - Email:** Read, Write, Send
- **Contacts - List and Subscribers:** Read, Write
- **Data - Data Extensions:** Read, Write
- **Data - Tracking Events:** Read



What data and functionality will your application access in an ExactTarget account? [Hide All](#)

**Channels**

Cross-Channel Communication

• Email	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Send	<input checked="" type="checkbox"/> Write
• Push	<input type="checkbox"/> Read	<input type="checkbox"/> Send	<input type="checkbox"/> Write
• Sms	<input type="checkbox"/> Read	<input type="checkbox"/> Send	<input type="checkbox"/> Write

## Finishing Up

After completing this step of the wizard, you'll be shown a summary screen. If everything looks good, click **Finish**.

Among other things, the summary screen shows you the connected app's OAuth client credentials, which will be used with Fuel's authentication service to get OAuth tokens that will authenticate your app with other Fuel APIs.

1 Define


2 Integrate

3 Data Access

4 Summary

BackFinish →

## Summary

APPLICATION NAME	PACKAGE	APPLICATION TYPE
My app	myapp	 Server-to-Server
DESCRIPTION		
Best app ever!		

---


## Data Access

Channels

- Email

Also note the Courtesy Limit. The Courtesy Limit is a soft-capped limit on the number of API calls that your app can make. If your app needs to make more than 50,000 API calls per day, it will not be prevented from making them. However, the Fuel Platform monitors the usage of each app and can rate limit or throttle apps that are either intentionally or accidentally abusing Marketing Cloud resources.

Authentication and Integration		
CLIENT ID	AUTHENTICATION TARGET	COURTESY LIMIT
1-0C1n-7-SysTechs-Gm	S1	50,000 Requests per day
CLIENT SECRET		
The client secret is your application's password. It should be stored on secure systems only, and must not be distributed within browser scripts or mobile apps. The client secret should be used only for server-to-server authentication.		
mVH0tW4VR0UfGcBw00Hgm		

 **Note:** The connected app's OAuth client credentials represent pre-authorized access to the account granted through the authorization step of the App Center wizard. You should NEVER expose the client secret on the client side via JavaScript, and you should ALWAYS take steps to ensure that the client secret is stored securely in your application, as knowledge of the client secret will give anyone full access to the linked account!

You can get back to the app's summary screen at any time from the App Center main window.

App Center [Return to Code@](#)

Overview



Create New App

Applications

Search

View by Application Type

All

Name & Description	Application Type	Last Updated	Status
 <div> <div>My app</div> <div>Best app ever!</div> </div>	Server-to-Server	a few seconds ago 10/18/2013 3:31 PM	

1 - 1 of 1 item

10

Per Page

Page 1 of 1



Now your application is connected to a Marketing Cloud account and you have OAuth credentials to that account. Let's write some code!

## Building the App

---

You'll be using the PHP SDK to build your app, but all Fuel SDKs employ common patterns, so you'll be able to adapt the example code to any of the other SDKs fairly easily.

If you haven't already done so, download the PHP SDK from <https://code.exacttarget.com/sdks>, and then install the PHP SDK in a subdirectory of your workspace, called `sdk`. Make sure that you have all dependencies installed as described in the SDK's README.

To configure the SDK, you'll need to add your OAuth credentials to `config.php` (the SDK contains a template file you can use to create `config.php`). Note that it's safe to include the client ID and client secret in `config.php`, because `config.php` is hosted server-side and not exposed to the client.

```
return array(
    'appsignature' => 'none',
    'clientid' => 'YOUR_CLIENT_ID_FROM_APP_CENTER',
    'clientsecret' => 'YOUR_CLIENT_SECRET_FROM_APP_CENTER',
    'defaultwsdl' =>
    'https://webservice.exacttarget.com/etframework.wsdl'
);
```

## Initialize the Fuel SDK

Now that the PHP SDK is configured, initialize the SDK by instantiating an `ET_Client` object.

```
require('sdk/ET_Client.php');

$client = new ET_Client();
```

The `ET_Client` object is the central object in all Fuel SDKs and performs a number of tasks for you automatically, including acquiring and refreshing OAuth access tokens using the client ID and client secret you specify in `config.php`.

## Create a Profile Attribute (a.k.a. Define your Subscriber Data Model)

Next, create a profile attribute to hold the subscriber's first name so you can personalize the email to that subscriber. Here's how to create a profile attribute using the SDK.

```
$profileAttribute = new ET_ProfileAttribute();
$profileAttribute->authStub = $client;

$profileAttribute->props = array("Name" => "FirstName", "PropertyType"
    => "string", "Description" => "The subscriber's first name");

$response = $profileAttribute->post();

print_r($response);
```

This is a typical interaction with a Fuel SDK object and highlights the patterns common to all Fuel SDKs.

1. Instantiate the object you want to interact with (in this case, `ET_ProfileAttribute`).
2. Supply the ExactTarget account context via the `authStub` property on the object (`$profileAttribute->authStub = $client`).
3. Set the appropriate properties that govern the operation (in this case, you're creating a profile attribute called `FirstName`, which is a string and contains the subscriber's first name).
4. Perform a REST-like operation (`get`, `post`, `patch`, or `delete`) on the object depending on whether you want to retrieve, create, update, or delete it. In the example in this section you're creating a profile attribute, so you perform a `post`.

The following example shows typical results of loading the PHP file in a browser.

```
ET_Configure Object
(
    [status] => 1
    [code] => 200
    [message] =>
    [results] => Array
        (
            [0] => stdClass Object
                (
                    [StatusCode] => OK
                    [StatusMessage] => Success
                    [OrdinalID] => 0
                    [Object] => stdClass Object
                        (
```

```

[PartnerKey] =>
[ID] => 348977
[ObjectID] =>
[Name] => FirstName
[PropertyType] => string
[Description] => The subscriber's first
name
)
)
)
[request_id] =>
[moreResults] =>
)

```

This is a typical response to a PHP SDK method invocation. For now, just note that the call (hopefully) succeeded, as indicated by `StatusCode` and `StatusMessage`.

## Create a List

Next, create a list to hold your subscribers using the same pattern that you used to create a profile attribute.

```

$list = new ET_List();
$list->authStub = $client;

$list->props = array("ListName" => "my subscribers");

$response = $list->post();

print_r($response);

```

The following example shows typical results of loading the PHP file in a browser.

```

ET_Post Object
(
    [status] => 1
    [code] => 200
    [message] =>
    [results] => Array
        (
            [0] => stdClass Object
                (
                    [StatusCode] => OK
                    [StatusMessage] => Created List.
                    [OrdinalID] => 0
                )
        )
    )

```

```
[NewID] => 1992264
[Object] => stdClass Object
    (
        [PartnerKey] =>
        [ID] => 1992264
        [ObjectID] =>
        [ListName] => my subscribers
    )
)
[request_id] =>
[moreResults] =>
)
```

This time, note the `NewID` property. When an object is created in the ExactTarget Marketing Cloud, a unique identifier is assigned to that object, and that unique identifier can be found in the response object's `NewID` property. To refer to the object later, you can store its value in a variable like this.

```
$listID = $response->results[0]->NewID;
```

For now, make a note of what the value is. You'll use that value in the next API call.

## Add a Subscriber to the List

After creating a list, create a subscriber, and then add that subscriber to the list that you just created. For the `ID` property, use the value of `NewID` that you noted after creating your list. For the `FirstName` property, use your email address.

```
<?php
require('sdk/ET_Client.php');

$client = new ET_Client();

$subscriber = new ET_Subscriber();
$subscriber->authStub = $client;

$subscriber->props = array("EmailAddress" =>
"YOUR_EMAIL_ADDRESS_GOES_HERE", "Lists" => array("ID" =>
"YOUR_LIST_ID_GOES_HERE"));

// specify profile attributes
$subscriber->props['Attributes'] = array(array('Name' => 'FirstName',
'Value' => 'YOUR_FIRST_NAME_GOES_HERE'));
```

```
$response = $subscriber->post();
```

Note that if your account is enabled with `SubscriberKey`, the previous code sample will not work unless you specify a `SubscriberKey` attribute in `props`. For more information about `SubscriberKey`, please see [http://help.exacttarget.com/en/documentation/exacttarget/subscribers/subscriber\\_key](http://help.exacttarget.com/en/documentation/exacttarget/subscribers/subscriber_key).

## Create an Email

Next, create an email to send to your list.

```
$email = new ET_Email();
$email->authStub = $client;

$emailBody = <<<EMAIL
<html>
<body>
<p>%%FirstName%%,</p>

<p>We're pretty sure you would love our products!</p>

<small>
  <p>This email was sent by:</p>

  <p>
    %%Member_Busname%%
    <br />
    %%Member_Addr%%
    <br />
    %%Member_City%%, %%Member_State%%, %%Member_PostalCode%%
    <br />
    %%Member_Country%%
  </p>

  <a href="%%profile_center_url%%">Profile Center</a>
  <br /></small>

<custom name="opencounter" type="tracking">
</body>
</html>
EMAIL;
```

```
$email->props = array("Name" => "my email", "CustomerKey" => "123",  
"Subject" => "Hi %%FirstName%%, we think you will like this", "HTMLBody"  
=> $emailbody, "IsHTMLPaste" => true);  
  
$response = $email->post();  
  
print_r($response);
```

This operation is much more complex than previous operations. Let's use this call to highlight a few important concepts and features.

- You've added a property called `CustomerKey` to the `ET_Email` object. This property is on every object in ExactTarget, and you can use it to attach your own identifier to an object. This makes it easier to integrate ExactTarget with your existing infrastructure.
- A customer opening an email is an important touchpoint. To have ExactTarget track when customers open HTML email, you've added the following tag to the email body: `<custom name="opencounter" type="tracking">`.
- Both the email subject (the `Subject` property) and the email body (the `HTMLBody` property) contain substitution strings, denoted by `%%` on either side of the substitution string name. Some of these substitution strings are user-defined in profile attributes (like `FirstName`), and others are automatically resolved by ExactTarget.
- There's a property, called `IsHTMLPaste`, that's set to `true` so that users of the Marketing Cloud UI can edit the content by using only the HTML editor. By default, and when `IsHTMLPaste` is set to false, the WYSIWYG editor will be the editing experience, but the content must provide templating hooks to be editable. If you're doing an API-only integration, you don't need to specify a value for `IsHTMLPaste`.

## Use Substitution Strings to Personalize Your Email

User-defined substitution strings enable you to personalize your email for each recipient. A good email subject line is critical in creating a successful customer touchpoint, as a good subject line increases the chance that the recipient will open an email. Subject lines in ExactTarget can be personalized in a number of ways, including using substitution strings (for example, "Thanks for your purchase, %%FirstName%%!").

Once the recipient has opened your email, the content of the email will determine whether or not the recipient will engage (for example, buy a product) or disengage (for example, unsubscribe). In addition to substitution strings, ExactTarget provides many features to help you innovate and make your content more relevant, including the AMPscript content scripting language, HTTPGet content scraping, and sophisticated dynamic content functionality.

Substitution strings that are automatically resolved by ExactTarget make it easy for you to ensure your content complies with CAN-SPAM laws for commercial sending. To help marketers comply with CAN-SPAM, ExactTarget requires every email to contain the following personalization strings:

```
%%Member_Busname%%
%%Member_Addr%%
%%Member_City%%
%%Member_State%%
%%Member_PostalCode%%
%%Member_Country%%
```

These substitution strings contain the elements of the sending organization's physical address, as required by CAN-SPAM, and will be automatically filled in by ExactTarget based on your account information.

In addition, ExactTarget requires every email to contain a link to a profile center to manage subscription preferences, including whether the recipient of the email wants to opt out of future communications. ExactTarget builds and hosts these profile centers. To comply with CAN-SPAM, all you need to do is include the following substitution string.

```
%%profile_center_url%%
```

## Send Your Email to Your List

Now that you've created a list, added a subscriber to that list, and created an email to send to that list, you're ready to send your first email!

```
$response = new ET_Post($myclient, 'Send', array("List"=> array("ID"
=> "YOUR_LIST_ID_GOES_HERE"), "Email" => array("CustomerKey" =>
"123")));

print_r($response);
```

Be sure to put the list ID that you saved after you created your list where it says YOUR\_LIST\_ID\_GOES\_HERE.

Note that this example uses a slightly different SDK pattern—rather than calling a method on the email object, the code is calling an SDK method directly.

Reload the page. As before, make note of the value of the `NewID` property—this is the unique identifier of the send you've just initiated, and it can be used to retrieve summary and raw individual statistics about the send, get the status of the send, pause it, restart it, or cancel it. You'll be using this `NewID` value in the next section to get back a list of open events related to the send.

## Retrieve Tracking-Event Data

Retrieving event data from ExactTarget is how you can measure the success of any customer touchpoint. ExactTarget captures a variety of events for each send.

Delivery events related to the send enable you to know if your data is of good quality. These events are `SentEvent`, which indicates that the email was rendered and sent; and `BounceEvent`, which indicates that the email bounced (was not delivered) either synchronously or asynchronously.

Engagement events related to the send enable you to learn how a customer engaged with your email content. These events are `UnsubEvent`, which indicates that the recipient unsubscribed from the list either by spam complaint, reply mail management, or the profile center; `OpenEvent`, which indicates that the recipient opened the email (this only works for HTML emails that include the tracking pixel above, and after the recipient allows images to load); and `ClickEvent`, which indicates that the recipient clicked on a link in the email (this only works if ExactTarget wraps the links).

In this example, get all of the `SentEvents` for the send that you just performed, and then print them to the browser window or console.

```
<?php
require('sdk/ET_Client.php');

$client = new ET_Client();
$openEvent = new ET_OpenEvent();
$openEvent->authStub = $client;

$openEvent->props = array("SubscriberKey", "EventType", "EventDate");
$openEvent->filter = array("Property" => "SendID", "SimpleOperator"
=> "equals", "Value" => array(YOUR_SEND_ID_GOES_HERE));

$response = $openEvent->get();

print_r($response);
?>
```

Again, be sure to put the send ID that you saved after you performed the send where it says `YOUR_SEND_ID_GOES_HERE`.

The following example shows typical results of loading the PHP file you've modified in a browser.

```
ET_Get Object
(
    [status] => 1
    [code] => 200
    [message] =>
```



```

[results] => Array
(
    [0] => stdClass Object
        (
            [PartnerKey] =>
            [ObjectID] =>
            [SubscriberKey] => jflathead@example.com
            [EventDate] => 2013-11-09T19:01:33
            [EventType] => Open
        )

)

[request_id] => 6816994f-125b-4932-9003-bc669c1ea7cc
[moreResults] =>
)

```

This example shows that the subscriber with the subscriber key `jflathead@example.com` opened the email on November 9, 2013, at 7:01 p.m. Subsequent calls will return only open events since the last call.

## Using the API Directly

If you're using a language or platform where the SDKs are not available or are otherwise not a viable solution, you can use the API directly rather than going through the SDK.

## Getting an Access Token

The first step in any API-based integration is getting an access token, which will be used to authenticate other API calls. To get an access token, you will use Fuel's authentication service. The code sample below demonstrates how to use an HTTP POST request to acquire an access token:

```

POST https://auth.exacttargetapis.com/v1/requestToken
Content-Type: application/json
{
    "clientId": "YOUR_CLIENT_ID_FROM_APP_CENTER",
    "clientSecret": "YOUR_CLIENT_SECRET_FROM_APP_CENTER"
}

200 OK
{
    "accessToken": "dfy3dsngw3gre6e3pbatcr4s"
}

```

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```
"expiresIn": 3600
}
```

The access token is returned in the `accessToken` property. You can use this token to authenticate other API calls by specifying it via the `Authorization` header field with the `Bearer` HTTP authorization scheme. For example:

```
GET https://www.exacttargetapis.com/platform/v1/endpoints
Accept: application/json
Authorization: Bearer dfy3dsnqw3gre6e3pbatcr4s
```

Fuel access tokens can be used to authenticate with ExactTarget's SOAP API as well. Here is an example of using the same access token to authenticate with the SOAP API.

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Header>
    <h:fueloauth xmlns="http://exacttarget.com"
      xmlns:h="http://exacttarget.com">
      dfy3dsnqw3gre6e3pbatcr4s
    </h:fueloauth>
  </s:Header>
  [...]
</s:Envelope>
```

## Refreshing an Access Token

Note the `expiresIn` property in the HTTP response to the `requestToken` API call. Fuel access tokens expire one hour after they're issued. If you attempt to use an expired token, you'll receive a `401 Unauthorized` HTTP response. If this happens, you'll need to refresh your access token.

## Important Considerations When Using the API Directly

There are two important considerations to keep in mind if you use the API directly and do your own OAuth token management rather than using the SDKs.

First of all, you should NOT request a new token for every API call you make—each token is good for an hour and should be reused. Making two API calls for every one operation is inefficient and may result in throttling.

Secondly, and we cannot say this enough, be careful where you store your client secret. In particular, you should NOT store your client secret in a mobile application because a mobile device is not a secure environment; it is recommended that you utilize an Authorization Code or Implicit Grant OAuth flow instead.

## Using Data Extensions and AMPscript for Advanced Personalization

In this section, you'll make your message even more personalized and relevant through the use of two advanced Marketing Cloud technologies: data extensions and AMPscript.

A data extension is a flexible table of almost any type of data and can be used for personalization, segmentation, or as a sending data source. Data extensions are very powerful constructs and can be thought of as cloud-based, relational marketing databases.

AMPscript is the Marketing Cloud's content scripting language and can be used to programmatically personalize the content of an email, SMS message, or landing page. AMPscript can interact with data extensions, so you can read data from data extensions in your messages and write data to your data extensions in your landing pages.

In this example, you'll use a data extension to store information about products that you can use to further personalize the email you sent in the last section. Specifically, you'll use the subscriber's previous purchase behavior to include a relevant offer that's designed to drive the next purchase in your email.

### Create a Data Extension

First, create a data extension called `Products` to store information about your products. In this example, each product will have a unique identifier, a name, a price, and an image URL.

id	name	price	image
...	...	...	...

Let's go ahead and create the data extension using the SDK.

```
<?php
require('sdk/ET_Client.php');

$client = new ET_Client();

$de = new ET_DataExtension();
$de->authStub = $client;

$de->props = array("Name" => "Products", "CustomerKey" => "products");

// specify the data extension columns
```

```

$de->columns = array();
$de->columns[] = array("Name" => "id", "FieldType" => "Number",
    "IsPrimaryKey" => "true", "IsRequired" => "true");
$de->columns[] = array("Name" => "name", "FieldType" =>
    "Text", "MaxLength" => "100");
$de->columns[] = array("Name" => "price", "FieldType" => "Decimal",
    "Precision" => "18", "Scale" => "2");
$de->columns[] = array("Name" => "image", "FieldType" =>
    "Text", "MaxLength" => "100");

$response = $de->post();
?>

```

## Populate the Data Extension

Now that you've created the `Products` data extension, add some product data to your data extension. In essence, you'll be adding two new rows to the `Products` database.

id	name	price	image
1234	iPhone 5c	\$99.95	<a href="http://bit.ly/H76rMz">http://bit.ly/H76rMz</a>
5678	iPhone 5c case	\$29.95	<a href="http://bit.ly/Hesctp">http://bit.ly/Hesctp</a>

Let's go ahead and create the two new rows.

```

<?php
require('sdk/ET_Client.php');

$client = new ET_Client();

$deRow = new ET_DataExtension_Row();
$deRow->authStub = $client;

// specify the name of the data extension
$deRow->Name = "Products";

// specify the values of data extension row #1
$deRow->props = array("id" => "1234", "name" => "iPhone 5c", "price"
=> "99.95", "image" => "http://bit.ly/H76rMz");

$response = $deRow->post();

```

```

print_r($response);

// specify the values of data extension row #2
$ddeRow->props = array("id" => "5678", "name" => "iPhone 5c case",
"price" => "29.95", "image" => "http://bit.ly/Hesctp");

$response = $ddeRow->post();

print_r($response);
?>

```

The approach above is ideal for small- to medium-sized data sets like real-time or near real-time updates to single rows or small batches of data in periodic updates. For example, if you want to send ExactTarget purchase data as it happens or on a frequent basis—such as hourly—utilizing the API approach is ideal.

Other scenarios require bulk loading of data into a data extension. For example, if you want to load millions of products into ExactTarget regularly, a file-based approach may be more efficient from a bandwidth and processing standpoint. Importing compressed files dropped onto an FTP site is the most efficient way to bulk load millions of rows of data into a data extension.

## Extend the Subscriber Data Model

Next, create another profile attribute, this time to store the ID of the product to recommend next.

```

<?php
require('sdk/ET_Client.php');

$client = new ET_Client();

$profileAttribute = new ET_ProfileAttribute();
$profileAttribute->authStub = $client;

$profileAttribute->props = array("Name" => "productID", "PropertyType"
=> "double", "Description" => "ID of next product recommendation");

$response = $profileAttribute->post();

print_r($response);
?>

```

In a real-world use case, a background process might be running that analyzes past purchases and populates the `productID` profile attribute with the product it determines is most relevant to include next for each

subscriber. In this case, you'll need to populate the `productID` profile attribute manually. Go ahead and set it to 5678.

```
<?php
require('sdk/ET_Client.php');

$client = new ET_Client();

$subscriber = new ET_Subscriber();
$subscriber->authStub = $client;

$subscriber->props = array(array('Name' => 'FirstName', 'Value' =>
'YOUR_FIRST_NAME_GOES_HERE'));

$response = $subscriber->post();

print_r($response);
?>
```

## Use AMPscript to Bring it All Together

Finally, update the email to include AMPscript that uses the profile attribute `productID` to read details about that product from the `Products` data extension and include those details in the email message. Note that this time you'll use `patch`, because you're updating an existing email.

```
<?php
require('sdk/ET_Client.php');

$email = new ET_Email();
$email->authStub = $client;

$emailBody = <<<EMAIL
<html>
<body>
<p>%%FirstName%%,</p>

<p>We're pretty sure you would love the following product:</p>

<p>
  <b>%%=Lookup("Products", "name", "id", productID)=%%</b>
  <br />
  <i>%%=Lookup("Products", "price", "id", productID)=%%</i>
</p>
```

```



<p>We appreciate your continued business!</p>

<small>
  <p>This email was sent by:</p>

  <p>
    %%Member_Busname%%
    <br />
    %%Member_Addr%%
    <br />
    %%Member_City%%, %%Member_State%%, %%Member_PostalCode%%
    <br />
    %%Member_Country%%
  </p>

  <a href="%%profile_center_url%%">Profile Center</a>
  <br />
</small>

<custom name="opencounter" type="tracking">
</body>
</html>
EMAIL;

// set the subject line and HTML email body
$email->props = array("CustomerKey" => "123", "Subject" => "Hi
%%FirstName%%, may we suggest for your next purchase...", "HTMLBody"
=> $emailBody);

// update the ET_Email object
$response = $email->patch();

print_r($response);

$response = new ET_Post($client, 'Send', array("List" => array("ID"
=> "YOUR_LIST_ID_GOES_HERE"), "Email" => array("CustomerKey" =>
"123")));

print_r($response);
?>

```

## Chapter 21 ExactTarget API

The AMPscript used in the email above is the `Lookup` function. The `Lookup` function returns a single field value for a single row in a data extension. For example, in this case, the AMPscript:

```
%%=Lookup("Products", "price", "id", productID)=%%
```

produces this output:

```
29.95
```

In this example, you're looking up the value of the `price` field from the `Products` data extension. The `Products` data extension has one primary key, and the final two parameters of the `Lookup` function provide the name and value of that primary key. In this case, the value of this key is the product ID data specified in the subscriber's profile attribute `productID`.

You should receive an email that looks something like this.

### Hi Ian, may we suggest for your next purchase...



**ExactTarget**

to me 

Ian,

We're pretty sure you would love the following product:

**iPhone 5c case**  
**\$29**



We appreciate your continued business!

This email was sent by:

ExactTarget  
20 N. Meridian St.  
Indianapolis, IN, 46204  
USA

[Profile Center](#)



## Now It's Your Turn

You've finished building a relatively sophisticated email communication using a number of ExactTarget technologies and concepts. This exercise, hopefully, has you thinking of creative ways to use your organization's data to create more personalized and beneficial customer touchpoints.

Many of the concepts that you've learned in this section translate to how you personalize content on other channels, such as SMS.

## Resources

---

Check <https://code.exacttarget.com/getting-started/> for the latest version of the information in this chapter. You can find other useful information at the following locations.

### General Developer Resources

- Code@ExactTarget Developer Community: <https://code.exacttarget.com>
- Code@ExactTarget App Center: <https://code.exacttarget.com/appcenter>
- Fuel APIs: <https://code.exacttarget.com/api>
- Fuel SDKs: <https://code.exacttarget.com/sdks>
- Fuel UX: <https://code.exacttarget.com/fuelux>
- Data Extensions and Data Relationships:  
[http://help.exacttarget.com/en/documentation/exacttarget/subscribers/data\\_extensions\\_and\\_data\\_relationships](http://help.exacttarget.com/en/documentation/exacttarget/subscribers/data_extensions_and_data_relationships)

### Email Communication

- ExactTarget Email Developer Documentation: <https://code.exacttarget.com/sdks>
- ExactTarget Email Product Documentation: <http://help.exacttarget.com/en/documentation/exacttarget>
- ExactTarget Email Product Information: <http://www.exacttarget.com/products/email-marketing>
- Email Content Syndication:  
[http://help.exacttarget.com/en/documentation/exacttarget/content/content\\_syndication](http://help.exacttarget.com/en/documentation/exacttarget/content/content_syndication)
- Email Personalization Strings:  
[http://help.exacttarget.com/en/documentation/exacttarget/content/personalization\\_strings](http://help.exacttarget.com/en/documentation/exacttarget/content/personalization_strings)
- AMPScript Documentation:  
<http://help.exacttarget.com/en/documentation/exacttarget/content/ampscript>

## SMS Communication

- MobileConnect Product Documentation: <http://help.exacttarget.com/en/documentation/mobileconnect/>
- ExactTarget Marketing Cloud Mobile Products Information: <http://www.exacttarget.com/products/mobile-marketing>

## Push Communication

- MobilePush Developer Documentation: <https://code.exacttarget.com/getting-started/mobilepush>
- MobilePush Product Documentation: <http://help.exacttarget.com/en/documentation/mobilepush>
- ExactTarget Marketing Cloud Mobile Products Information: <http://www.exacttarget.com/products/mobile-marketing>

## CHAPTER 22 Radian6 API

Radian6 enables you to listen, analyze, and engage in your customers' conversations about your company, products, and competitors.

Use the Radian6 API to extend the functionality of the [Salesforce Marketing Cloud](#). With the Radian6 API, you can:

- Create custom reporting and make your own visualizations.
- Extract post data directly from your Topic Profiles.
- Extract the data from visualizations or widgets from the Radian6 Dashboard.
- Access appended post data like post tags and source tags.
- Access Radian6 Insights data like demographics, sentiment, and entities, and so on.

Then, you can use this data to drive integration, from creating custom internal reporting to enhancing the value of your applications and services.

### Supported Browsers

---

Radian6 supports the following browsers:

- Mozilla® Firefox®
- Google Chrome™
- Microsoft® Internet Explorer®
- Apple® Safari®

Older versions of Internet Explorer might not support the Summary Dashboard. We recommend Internet Explorer 9 and above, or another browser listed above.

### Supported Salesforce Editions

---

Radian6 supports these Salesforce Editions:

- Developer Edition
- Enterprise Edition
- Unlimited Edition

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

# Quick Start

---

The Radian6 REST API retrieves, analyzes, and modifies social media posts and data from any Topic profile in your Radian6 account.

Before you begin, make sure that you have:

- A valid username and password
- A unique application key for your application

If you don't already have an application key, contact your account representative.

The following endpoints are available for access to the Radian6 API.

### Development endpoint

`https://demo-api.radian6.com/socialcloud/v1/`

All development work should be performed and tested on the development endpoint before running your application against production.

### Production endpoint

`https://api.radian6.com/socialcloud/v1/`

Run your application against the production endpoint after you have tested it on the development endpoint.

If you currently have an account on only one of the two environments, please contact `apisupport@radian6.com` in order to have your account replicated and available at both endpoints.

To get started with the Radian6 API, follow these steps.

1. Authenticate with the API.
2. Issue a basic call to one of the API methods.
3. Fetch some data from the Radian6 system.

## Step One: Authenticate with the API

You must authenticate with the API before issuing calls.

The API currently only supports a basic authentication mechanism. An initial call needs to be made to the authentication service in order to fetch an authentication token used in subsequent API calls.

```
https://api-endpoint/auth/authenticate
```

This call expects the following request headers for an authentication check.

Parameter	Description
auth_user	The username on your account
auth_pass	The password in plain text
auth_appkey	The API key to include in your header parameter

All parameters are required. If authentication was successful, XML containing basic user account information and a token tag will be returned in the following format:

```
<token>70d756801c703f3e78f81726c11b00249fb81770a446958b2577cd223811e</token>
```

This is the token used to perform subsequent API requests.

```
<auth>
<token>e008252b4dce9b29c4c8155f0010cc8e128290b9e3ae99c8e9d15c
</token>
<UserDetails>
  <user>
    <userId>132972</userId>
    <clientId>1226</clientId>
    <displayName>Joe User</displayName>
    <emailAddress>joe.user@radian6.com</emailAddress>
    <packages />
  </user>
  <Packages>
    <feature>
      <featureId>1</featureId>
      <description>Workflow</description>
    </feature>
    <feature>
      <featureId>4</featureId>
      <description>Admin Portal Full</description>
    </feature>
  </feature>
</feature>
```

```
<featureId>6</featureId>
<description>Require PO Number</description>
</feature>
<feature>
  <featureId>8</featureId>
  <description>SENTIMENT</description>
</feature>
</Packages>
</UserDetails>
</auth>
```

## Step Two: Issue a Call to a Method

After authenticating with the Radian6 API, issue a call to an API method.

Now that you have the authentication token and API application key, you can make a call to one of the API methods. Fetching data requires the use of Topic Profiles, so let's start by getting a list of Topics. The call used to fetch the list of topics is `TopicService.fetchTopicList`.

```
https://api-endpoint/topics
```

As with all other calls, you must provide two request headers, `auth_token` and `auth_appkey`, obtained in [Step One: Authenticate with the API](#).

You should receive an XML response containing a list of Topic Profiles and related information.

## Sample XML Response Format

```
<topicFilters>
  <topicFilter>
    <name><![CDATA[2013 Candidates]]></name>
    <public>1</public>
    <status>1</status>
    <estimateVolume>317900</estimateVolume>
    <competeEnabled>0</competeEnabled>
    <bCode></bCode>
    <creatorId>2</creatorId>
    <creatorName>Chris Doe</creatorName>
    <creatorEmail>someguy@radian6.com</creatorEmail>
    <createDate>20080124</createDate>
    <topicFilterId>232</topicFilterId>
    <sentiment>0</sentiment>
  </topicFilter>
</topicFilters>
```

```

<postTopicIgnoreStatus>-1</postTopicIgnoreStatus>
<inboundOnTopicLinksCount>0</inboundOnTopicLinksCount>
<number_queries>13</number_queries>
<filterGroups>
  <filterGroup>
    <filterGroupId>541</filterGroupId>
    <name><![CDATA[Group 1]]></name>
    <filterGroupTypeId>1</filterGroupTypeId>
    <filterQueries>
      <filterQuery>
        <query>"John" AND "president"</query>
        <filterQueryId>2031</filterQueryId>
        <isExcludeQuery>false</isExcludeQuery>
      </filterQuery>
      <filterQuery>
        <query>"Jane" AND "ceo"</query>
        <filterQueryId>2039</filterQueryId>
        <isExcludeQuery>false</isExcludeQuery>
      </filterQuery>
    </filterQueries>
  </filterGroup>
</filterGroups>
<sentimentQueries></sentimentQueries>
<includeSourceFilterList>
  <filterIds></filterIds>
</includeSourceFilterList>
<excludeSourceFilterList>
  <filterIds></filterIds>
</excludeSourceFilterList>
<includeAllSourceFilterList>
  <filterIds></filterIds>
</includeAllSourceFilterList>
<languages></languages>
<mediaType></mediaType>
<projects></projects>
<regions></regions>
</topicFilter>
</topicFilters>

```

## Step Three: Fetch Data

After authenticating with the Radian6 API and getting a list of topics, you can now fetch some data for a topic.

## Chapter 22 Radian6 API

This example shows you how to fetch the most recent 100 items from the Radian6 system for a topic over the last 24 hours. The call used to fetch this data is `DataService.fetchRecentTopicPosts`.

```
https://api-endpoint/data/topicdata/recent/{recentXhours}/{topics}  
/{mediatypes}/{PageIndex}/{pageSize}
```

`recentXHours`

24 (the last 24 hours of data)

`topics`

232 (a topicId fetched from the call in [Step Two: Issue a Call to a Method](#))

`mediatypes`

1,2,3,4 (fetched from `LookupService.fetchMediaTypes`)

`PageIndex`

1 (the first page)

`pageSize`

100 (all items on current page)

For example, the call to development endpoint would look like this:

```
https://sandbox-insights.radian6.com/socialcloud/v1/data/topicdata  
/realtime/24/232/1,2,3,4/1/100
```

This call returns a list of matching posts, sorted by default sort by `publish_date`. Each item in the result set is defined by an `<Article>` tag.

```
<radian6_RiverOfNews_export>  
  <report_date>Fri Oct 30 10:22:06 ADT 2009</report_date>  
  <user_name>Jane Smith</user_name>  
  <RoN_sort_order>publishedDate</RoN_sort_order>  
  <article_count>1</article_count>  
  <article ID="1934621185">  
    <description charset="UTF-8">  
      <headline><![CDATA[ TWEET FROM: ACME]]>  
    </headline>  
    <author><![CDATA[ ACME]]>  
    </author>  
    <content><![CDATA[ The content of the Tweet]]>  
    </content>  
  </description>  
  <source><![CDATA[ TWEET FROM: ACME]]></source>  
  <host><![CDATA[ twitter.com]]></host>  
  <article_url> <![CDATA[
```



```

http://twitter.com/username/statuses/4735539663]]>
  </article_url>
  <media_provider>TWITTER</media_provider>
  <media_type_id>8</media_type_id>
  <spam_rating>TODO</spam_rating>
  <publish_date>Oct 09, 2009 11:31 AM</publish_date>
  <harvest_date>Oct 09, 2009 11:31 AM</harvest_date>
  <PostDynamicsIteration>
    <PostDynamicsDefinition>
      <fieldId>9</fieldId>
      <label>Following</label>
      <value>0</value>
      <sortOrder>1</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
      <fieldId>8</fieldId>
      <label>Followers</label>
      <value>0</value>
      <sortOrder>2</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
      <fieldId>10</fieldId>
      <label>Updates</label>
      <value>0</value>
      <sortOrder>3</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
      <fieldId>21</fieldId>
      <label>Sentiment</label>
      <shortLabel>S</shortLabel>
      <sortOrder>4</sortOrder>
      <value>15418,0</value>
      <exceptionValue>15418,false</exceptionValue>
      <reportValue>Neutral</reportValue>
      <tooltip />
    </PostDynamicsDefinition>
    <reportFormattedData><![CDATA[ <span
style="font-weight:bold; color: #FF9900; font-size: 11pt"> Following:
  </span>0 <span style="font-weight:bold; color: #FF9900; font-size:
  11pt"> Followers:
  </span>0 <span style="font-weight:bold; color: #FF9900; font-size:
  11pt"> Updates: </span>0 <span style="font-weight:bold; color:
#FF9900; font-size: 11pt"> Sentiment: </span>Neutral  ]]>
    </reportFormattedData>

```

```
</PostDynamicsIteration>
</article>
</radian6_RiverOfNews_export>
```

## Using the Services

Access and manage your posts, users, insights, topics, and other data.

This section walks you through common operations for each of the services. See the [Radian6 API Reference](http://socialcloud.radian6.com/docs/) at <http://socialcloud.radian6.com/docs/> for a full list of examples and response details.

### Post Service

The Post Service enables you to perform operations such as assigning users to posts, setting the engagement type on posts, and adding tags to posts.

Calls can be made no more than once every 30 seconds.

### Get Post Details

Fetch post details, such as the content, title, author, and published date.

```
GET /post
```

Parameters	Type	Description
auth_token	HeaderParam	Required. Request header containing the token returned from authentication with the API.
auth_appkey	HeaderParam	Required. Application key unique to your account.
url	PathParam	URL of the post.

### Example

```
http://api.radian6.com/socialcloud/v1/post?url=http://twitter.com/
username/statuses/13...4
```

## Request Headers

```
GET /socialcloud/v1/post?url HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<?xml version="1.0" encoding="iso-8859-1"?>
<PostDetails>
  <blogPost>
    <Post>
      <postId>12....</postId>
      <title>
        <![CDATA[Tweet from username (r6ts) ]]>
      </title>
      <author>
        <![CDATA[username]]>
      </author>
      <content>
        <![CDATA[]]>
      </content>
      <publishedDate>1321898901000</publishedDate>
      <link>

<![CDATA[http://twitter.com/username/statuses/13.....3]]>
      </link>
      <providerId>10</providerId>
      <mediaTypeId>1</mediaTypeId>
      <languageId>1</languageId>
      <regionId>235</regionId>
```

```

        <postStatusId>0</postStatusId>
    </Post>
</blogPost>
<blog>
    <blogId>44....7</blogId>
    <title>
        <![CDATA[Twitter / username]]>
    </title>
    <feed>

<![CDATA[http://twitter.com/statuses/user_timeline/username.atom]]>
    </feed>
    <link>
        <![CDATA[http://twitter.com/username]]>
    </link>
    <languageId>1</languageId>
    <languageAccuracy>0.99</languageAccuracy>
</blog>
</PostDetails>

```

## Resources for Post Service

The following list shows other operations you can use with the Post Service.

Operations	Example
Assign user to post	POST /post/workflow/assign/{postId}/{userId} /{topicList}
Assign post classification	POST /post/workflow/classification/{postId} /{classificationTypeId}
Set post engagement	POST /post/workflow/engagement/{postId} /{engagementTypeId}
Assign post sentiment	POST /post/workflow/sentiment/{postId}/{TopicId} /{sentimentValue}

Operations	Example
Add post note	<code>POST /post/workflow/note/{postId}</code>
Add post note reply	<code>POST /post/workflow/notereply/{postId}</code>
Add tags to posts	<code>POST /post/workflow/tags/{postId}</code>
Toggle spam	<code>POST /post/workflow/toggleSpam/{postList} /{topicList}/{spamValue}</code>
Get post dynamics	<code>GET /post/metrics/{postId}</code>
Get post workflow updates	<code>GET /post/workflow/updates/{epoch}/{postIdList}</code>
Remove tags and notes	<code>POST /post/workflow/removeTagsAndNotes /{tagAndNoteIds}</code>
Get child posts count	<code>GET /v1/post/{parentPostId}/childcount</code>
Get child posts count for multiple posts	<code>GET /v1/post/list/{parentPostIdList}/childcount</code>

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Post Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## User Service

The User Service enables you to perform operations such as retrieving user details and their dashboards.

Calls can be made no more than once every 30 seconds.

## Get User

Return basic information for the user making the request.

```
GET /user
```

Parameters	Type	Description
auth_token	HeaderParam	Required. Request header containing the token returned from authentication with the API.
auth_appkey	HeaderParam	Required. Application key unique to your account.

## Example

```
http://api.radian6.com/socialcloud/v1/user
```

## Request Headers

```
GET /socialcloud/v1/smm/user HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<user>
  <userId>538</userId>
  <clientId>1</clientId>
  <displayName>
```

```
<![CDATA[John Doe]]>
</displayName>
<emailAddress>John.Doe@example.com</emailAddress>
<timezone>GMT</timezone>
</user>
```

## Resources for User Service

The following list shows other operations you can use with the User Service.

Operations	Example
Get user details	GET /socialcloud/v1/user/details
Get client	GET /client
Get dashboard widgets	GET /user/dashboard
Set avatar	GET /user/avatar

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [User Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Insight Service

The Insight Service enables you to perform operations such as aggregating insights and returning the insight types.

### Get Insight Types

Fetch a list of the associated Insight Types for an Insights Package. The client must have access to the provided Topic Profile, and the Topic Profile must be subscribed to the provided Insights Package.

```
GET /socialcloud/v1/insights/insightTypes
```

Parameters	Type	Description
<code>auth_token</code>	HeaderParam	Required. Request header containing the token returned from authentication with the API.
<code>auth_appkey</code>	HeaderParam	Required. Application key unique to your account.

Parameters	Type	Description
packageId	QueryParam	The ID of the Insights Package for which to fetch a list of Insight Types.
topicProfileId	QueryParam	The ID of the Topic Profile that is subscribed to the provided Insights Package.

## Example

```
http://api.radian6.com/socialcloud/v1/insights/insightTypes
```

## Request Headers

```
GET
/socialcloud/v1/insights/insightTypes?packageId=1...2&topicProfileId=1...2
HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Mon, 05 Dec 2011 14:24:31 GMT
Server: Apache-Coyote/1.1
Content-Type: application/xml
Content-Length: 135
```

## Response

```
<insightTypes>
  <insightType>
    <dataDescriptor>multi-value</dataDescriptor>
    <description>Retweeted usernames</description>
    <displayName>Retweeted Usernames</displayName>
    <isPrivacyRelated>false</isPrivacyRelated>
    <name>retweet_username</name>
    <objectId>4d6...bbb</objectId>
```



```
<providerName>radian6</providerName>
</insightType>
...
</insightTypes>
```

## Resources for Insight Service

The following list shows other operations you can use with the Insight Service.

Operations	Example
Aggregate insights	<pre>POST /socialcloud/v1/insights /aggregateInsightsByTopic</pre>
Get package subscriptions	<pre>GET /socialcloud/v1/insights/packageSubscriptions</pre>
Filter values	<pre>GET /socialcloud/v1/insights/fetchFilterValues /{topicFilterId}</pre>
Source insights	<pre>GET /socialcloud/v1/insights/fetchInsightsBySource /{topicProfileId}/{blogIds}/{providers}</pre>

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Insight Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Topic Service

The Insight Service enables you to perform operations such as creating topic profiles, filter groups, and filter queries.

### Create or Update Topic Profile

Create or update a topic.

```
POST /topics/createTP/{topicId}/{name}/{isPublic}/{mediatypes}
/{languages}/{regions}
```

Parameters	Type	Description
auth_token	HeaderParam	Required. Request header containing the token returned from authentication with the API.
auth_appkey	HeaderParam	Required. Application key unique to your account.
topicId	PathParam	Unique Id of topic (required when updating)
name	PathParam	Display name of the topic filter
isPublic	PathParam	Integer value indicating if the topic is public or private
mediatypes	PathParam	Comma delimited list of valid media types for the topic
languages	PathParam	Comma delimited list of valid languages for the topic
regions	PathParam	Comma delimited list of valid regions for the topic
billingCode	QueryParam	The billing code for the topic. Default is an empty string.
isTrial	QueryParam	Integer value indicating if the topic is a trial. Default is 1.

## Example

```
http://api.radian6.com/socialcloud/v1/topics/createTP/1/My Topic/1/8/1/2
```

## Request Headers

```
GET /socialcloud/v1/topics/createTP/{topicId}/{name}/{isPublic}  
/{mediatypes}/{languages}/{regions} HTTP/1.1  
Host: api.radian6.com  
auth_token: NotARealToken  
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK  
Date: Thu, 29 Sep 2011 17:17:16 GMT  
Content-Type: application/xml  
Content-Length: 705
```

```
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<topicFilter>
  <name>
    <![CDATA[My Topic]]>
  </name>
  <public>0</public>
  <status>2</status>
  <estimateVolume>-1</estimateVolume>
  <competeEnabled>0</competeEnabled>
  <topicFilterTypeId>1</topicFilterTypeId>
  <bCode>
    <![CDATA[]]>
  </bCode>
  <creatorId>538</creatorId>
  <creatorName>
    <![CDATA[Jane Smith]]>
  </creatorName>
  <creatorEmail>Jane.Smith@...</creatorEmail>
  <topicFilterId>3...3</topicFilterId>
  <inboundOnTopicLinksCount>0</inboundOnTopicLinksCount>
  <languages/>
  <mediaType>8,12,14,13,11,10,9,5,2,1,16,4</mediaType>
  <projects/>
  <regions/>
  <deactivationDate>null</deactivationDate>
  <evp>false</evp>
  <topicFilterTier>
    <topicFilterTierId>-1</topicFilterTierId>
    <name/>
    <lowerTrafficLimit>-1</lowerTrafficLimit>
    <upperTrafficLimit>-1</upperTrafficLimit>
  </topicFilterTier>
  <number_queries>0</number_queries>
  <filterGroups>
    <filterGroup>
      <filterGroupId>2...9</filterGroupId>
      <name>
        <![CDATA[Group 1]]>
      </name>
    </filterGroup>
  </filterGroups>
</topicFilter>
```

```

        </name>
        <filterGroupId>1</filterGroupId>
        <filterQueries/>
    </filterGroup>
</filterGroups>
<sentimentQueries/>
<includeSourceFilterList>
    <filterIds/>
</includeSourceFilterList>
<excludeSourceFilterList>
    <filterIds/>
</excludeSourceFilterList>
<includeAllSourceFilterList>
    <filterIds/>
</includeAllSourceFilterList>
</topicFilter>

```

## Resources for Topic Service

The following list shows other operations you can use with the Topic Service.

Operations	Example
Get multiple topic profiles	GET /topics
Get topic profile	GET /topics/{topicId}
Get topic profile usage	GET /topics/usage
Delete topic profile	POST /topics/remove/{topicId}
Create source filter association	POST /topics/{topicId}/sourcefilters
Get multiple filter groups	GET /topics/{topicId}/filterGroups
Get filter group	GET /topics/{topicId}/filterGroups/{filterGroupId}
Get source filters	GET /topics/{topicId}/sourcefilters
Delete filter group	DELETE /topics/{topicId}/filterGroups/{filterGroupId}

Operations	Example
Create filter group	POST /topics/{topicId}/filterGroups
Update filter group	PUT /topics/{topicId}/filterGroups/{filterGroupId}
Get multiple filter queries	GET /topics/{topicId}/filterGroups/{filterGroupId}/filterQueries
Create filter query	GET /topics/{topicId}/filterGroups/{filterGroupId}/filterQueries
Get filter query	GET /topics/{topicId}/filterGroups/{filterGroupId}/filterQueries/{filterQueryId}
Delete filter query	DELETE /topics/{topicId}/filterGroups/{filterGroupId}/filterQueries/{filterQueryId}
Get insight subscription window	GET /topics/{topicId}/subscriptionWindow

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Topic Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Data Service

The Data Service enables you to perform operations such as fetching posts and topic comparison data.

### Get Post Data

Fetch posts matching given query parameters.

```
GET /data/topicdata/realtime/{recentXhours}/{topics}/{mediatypes}
/{pageIndex}/{pageSize}
```

Parameters	Type	Description
auth_token	HeaderParam	Required. Request header containing the token returned from authentication with the API.
auth_appkey	HeaderParam	Required. Application key unique to your account.
recentXhours	PathParam	Number of hours to go back. For example, setting this to 48 will return all posts within the last two days. This references the published date as they are returned within the response.
topics	PathParam	Comma delimited list of topic profile ids to get posts for.
mediaTypes	PathParam	Comma delimited list of media types from which post will be returned.
pageIndex	PathParam	Specifies which page of data to return.
pageSize	PathParam	Number of posts to return per page.

## Example

```
http://api.radian6.com/socialcloud/v1/data/topicdata/realtime/2/3..9/1,2,4,5,8,10,9,11,12,13,14,16/1/20?includeWorkflow=1&includeSpam=0&merged=1&token=1321987774350&extendedMediaTypes=2,3,4
```

## Request Headers

```
GET /socialcloud/v1/data/topicdata/realtime/{recentXhours}/{topics}/{mediatypes}/{pageIndex}/{pageSize} HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
```

```
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<?xml version="1.0" encoding="UTF-8"?>
<radian6_RiverOfNews_export>
  <report_date>2012-07-11 02:24:04 +1200</report_date>
  <user_name>Jane.Smith@...</user_name>
  <RoN_sort_order>publishedDate</RoN_sort_order>
  <article_count>2</article_count>
  <total_article_count>101</total_article_count>
  <article ID="2...9">
    <description charset="UTF-8">
      <headline/>
      <author fbid="-1" externalId="3...2"/>
      <author_full_name />
      <recipient/>
      <content/>
      <external_id>2...73</external_id>
      <parentExternalId>2...70</parentExternalId>
    </description>
    <avatar/>
    <source/>
    <host>
      <![CDATA[twitter.com]]>
    </host>
    <article_url>
      <![CDATA[2...73]]>
    </article_url>
    <media_provider>TWITTER</media_provider>
    <media_type_id>8</media_type_id>
    <language_id>16</language_id>
    <spam_rating>0</spam_rating>
    <publish_date epoch="1341901361000">2012-07-10 18:22:41
+1200</publish_date>
    <harvest_date epoch="1341901379000">2012-07-10 18:22:59
+1200</harvest_date>
    <PostInsights>
      <PostInsight>
        <Provider>
          <![CDATA[provider_name]]>

```

```

        </Provider>
        <Type>
            <![CDATA[type_name]]>
        </Type>
        <Value>
            <![CDATA[some_value]]>
        </Value>
    </PostInsight>
</PostInsights>
<SourceInsights>
    <SourceInsight>
        <Provider>
            <![CDATA[provider_name]]>
        </Provider>
        <Type>
            <![CDATA[type_name]]>
        </Type>
        <Value>
            <![CDATA[some_value]]>
        </Value>
    </SourceInsight>
</SourceInsights>
<PostDynamicsIteration>
    <PostDynamicsDefinition>
        <fieldId>9</fieldId>
        <label>Following</label>
        <value/>
        <sortOrder>1</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
        <fieldId>8</fieldId>
        <label>Followers</label>
        <value/>
        <sortOrder>2</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
        <fieldId>10</fieldId>
        <label>Updates</label>
        <value/>
        <sortOrder>3</sortOrder>
    </PostDynamicsDefinition>
    <PostDynamicsDefinition>
        <fieldId>21</fieldId>
        <label>Sentiment</label>

```



```

        <shortLabel>S</shortLabel>
        <sortOrder>4</sortOrder>
        <value/>
        <exceptionValue>2860,false</exceptionValue>
        <reportValue>Neutral</reportValue>
        <tooltip/>
    </PostDynamicsDefinition>
    <reportFormattedData/>
</PostDynamicsIteration>
</article>
<article ID="252359343">
    <description charset="UTF-8">
        <headline>
            <![CDATA[Post from Facebook user]]>
        </headline>
        <author fbid="1769972299" externalId="1769972299">
            <![CDATA[Facebook user]]>
        </author>
        <recipient>
            <![CDATA[None]]>
        </recipient>
        <content>
            <![CDATA[Facebook post content...]]>
        </content>
        <external_id>17...9_22...4</external_id>
    </description>
    <source ID="1...2">
        <![CDATA[Post from Facebook user]]>
    </source>
    <host>
        <![CDATA[www.facebook.com]]>
    </host>
    <article_url>
<![CDATA[http://www.facebook.com/permalink.php?story_fbid=22...4&id=17...9]]>

    </article_url>
    <media_provider>facebook.com Discussions</media_provider>
    <media_type_id>12</media_type_id>
    <language_id>1</language_id>
    <spam_rating>0</spam_rating>
    <publish_date epoch="1341886037000">2012-07-10 14:07:17
+1200</publish_date>
    <harvest_date epoch="1341886905000">2012-07-10 14:21:45

```

```
+1200</harvest_date>
  <PostDynamicsIteration>
    <PostDynamicsDefinition>
      <fieldId>21</fieldId>
      <label>Sentiment</label>
      <shortLabel>S</shortLabel>
      <sortOrder>1</sortOrder>
      <value>
        <![CDATA[2860,0]]>
      </value>
      <exceptionValue>2860,false</exceptionValue>
      <reportValue>Neutral</reportValue>
      <tooltip/>
    </PostDynamicsDefinition>
    <reportFormattedData>
      <![CDATA[<span style="font-weight:bold; color: #FF9900;
font-size: 11pt"> Sentiment: </span>Neutral  ]]>
    </reportFormattedData>
  </PostDynamicsIteration>
</article>
</radian6_RiverOfNews_export>
```

For a complete list of parameters for this operation, see [Get Post Data](#) in the Radian6 API Documentation.

## Resources for Data Service

The following list shows other operations you can use with the Data Service.

Operations	Example
Get data by range	<pre>GET /data/topicdata/realtime/{daterangeStart} /{daterangeEnd}/{topics}/{mediatypes}/{pageIndex}/{pageSize}</pre>
Get tag cloud data	<pre>GET /data/tagclouddata/{recentXhours}/{topics} /{mediatypes}/{advancedQueryFilters}</pre>
Get tag cloud data by range	<pre>GET /data/tagclouddata/{daterangeStart} /{daterangeEnd}/{topics}/{mediatypes}/{advancedQueryFilters}</pre>

Operations	Example
Get topic match data	<pre>GET /data/comparisondata/{recentXhours}/{topics} /{mediatypes}/{segmentation}/{countBy}</pre>
Get topic match data by range	<pre>GET /data/comparisondata/{daterangeStart} /{daterangeEnd}/{topics}/{mediatypes}/{segmentation}/{countBy}</pre>
Get widget data	<pre>GET /data/widget/{widgetId}</pre>

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Data Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Blog Service

The Blog Service enables you to perform operations such as fetching a list of posts for a given site and adding notes to a site.

### Get Blog Details

Fetch a list of posts for a given site including workflow details.

```
GET /blog/workflow/{blogId}/{topicId}
```

Parameters	Type	Description
<code>auth_token</code>	HeaderParam	Required. Request header containing the token returned from authentication with the API.
<code>auth_appkey</code>	HeaderParam	Required. Application key unique to your account.
<code>blogId</code>	PathParam	Blog Ids for which to get posts for.
<code>topicId</code>	PathParam	Comma delimited list of topic Ids.
<code>maxPostCount</code>	QueryParam	Total number of post to return per request.

Parameters	Type	Description
pageNum	QueryParam	The page index to return posts for. For example if the total count of posts for the request exceeds the maximum number of posts (as indicated by the maxPostCount paramter), the page number can be incremented to fetch those posts not returned in the current request.

## Example

```
http://api.radian6.com/socialcloud/v1/blog/workflow/5...5/2...7
```

## Request Headers

```
GET /socialcloud/v1/blog/workflow/{blogId}/{topicId} HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<?xml version="1.0" encoding="UTF-8"?>
<radian6_RiverOfNews_export>
  <report_date>2012-07-11 02:24:04 +1200</report_date>
  <user_name>Jane.Smith@...</user_name>
  <RoN_sort_order>publishedDate</RoN_sort_order>
  <article_count>1</article_count>
  <total_article_count>1</total_article_count>
  <article ID="2...3">
```

```

<description charset="UTF-8">
  <headline>
    <![CDATA[Post from Facebook user]]>
  </headline>
  <author fbid="17...9" externalId="17...9">
    <![CDATA[Facebook user]]>
  </author>
  <recipient>
    <![CDATA[None]]>
  </recipient>
  <content>
    <![CDATA[Facebook post content...]]>
  </content>
  <external_id>17...9_22...4</external_id>
</description>
<source ID="1...2">
  <![CDATA[Post from Facebook user]]>
</source>
<host>
  <![CDATA[www.facebook.com]]>
</host>
<article_url>

<![CDATA[http://www.facebook.com/permalink.php?story_fbid=22...4&id=17...9]]>

</article_url>
<media_provider>facebook.com Discussions</media_provider>
<media_type_id>12</media_type_id>
<language_id>1</language_id>
<spam_rating>0</spam_rating>
<publish_date epoch="1341886037000">2012-07-10 14:07:17
+1200</publish_date>
  <harvest_date epoch="1341886905000">2012-07-10 14:21:45
+1200</harvest_date>
  <PostDynamicsIteration>
    <PostDynamicsDefinition>
      <fieldId>21</fieldId>
      <label>Sentiment</label>
      <shortLabel>S</shortLabel>
      <sortOrder>1</sortOrder>
      <value>
        <![CDATA[2860,0]]>
      </value>
      <exceptionValue>2860,false</exceptionValue>

```

```
        <reportValue>Neutral</reportValue>
        <tooltip/>
    </PostDynamicsDefinition>
    <reportFormattedData>
        <![CDATA[<span style="font-weight:bold; color: #FF9900;
font-size: 11pt"> Sentiment:  </span>Neutral  ]]>
    </reportFormattedData>
    </PostDynamicsIteration>
</article>
</radian6_RiverOfNews_export>
```

## Resources for Blog Service

The following list shows other operations you can use with the Blog Service.

Operations	Example
Add note to a site	POST /blog/workflow/note/{blogIdList}
Add note by post Id	POST /blog/workflow/noteByPostId/{blogPostId}
Add tag by post Id	POST /blog/workflow/tagsByPostId/{blogPostId}
Get site metrics	GET /blog/metrics/{siteId}/{topicId}
Get tagged blogs	GET /blog/sourcetagged/{tags}
Remove tags and notes	POST /blog/workflow/removeTagsAndNotes /{tagAndNoteIds}

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Blog Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Authentication Service

The Authentication Service enables you to authenticate a user in the Radian6 system.

Responds with authentication token to be used for subsequent requests as request header called `auth_token`. `auth_appkey` must also be provided for every request.

```
GET /socialcloud/v1/auth/authenticate
```

Parameters	Type	Description
<code>auth_user</code>	HeaderParam	Required. Request header containing username.
<code>auth_pass</code>	HeaderParam	Required. Request header containing the plain text password.
<code>auth_token</code>	HeaderParam	Required. Request header containing the token returned from authentication with the API.
<code>auth_appkey</code>	HeaderParam	Required. Application key unique to your account.
<code>fields</code>	QueryParam	Comma delimited list of elements to return such as <code>userdetails</code> and <code>clientattributes</code> .

## Example

```
https://api.radian6.com/socialcloud/v1/auth/authenticate
?fields=userdetails,clientattributes
```

## Request Headers

```
GET /socialcloud/v1/auth/authenticate HTTP/1.1
Host: api.radian6.com
auth_user: mikemullen
auth_pass: NotARealPassword
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<auth>
  <token>b65e06d1b5383...</token>
  <UserDetails>
    <user>
      <userId>12345</userId>
      <clientId>99</clientId>
      <displayName><![CDATA[Mike Mullen]]></displayName>
      <emailAddress>Mike.Mullen@...</emailAddress>
      <timezone>GMT</timezone>
      <packages></packages>
      <userRoleId>1</userRoleId>
      <createdDate>Jun 22, 2010 05:18 PM</createdDate>
      <enabled>true</enabled>
      <aihUsers><aihUser>
        <userKey>84ba97...</userKey>
        <registerDate>2010</registerDate>
        <type>1</type>
      </aihUser></aihUsers>
    </user>
    <avatar
      userId="12345"><![CDATA[http://path-to-avatar-image.jpg]]></avatar>
    <Packages></Packages>
    <ClientAttributes>
      <attribute>
        <id>12</id>
        <description>IDLE_TIMEOUT</description>
        <value>10800000</value>
      </attribute>
      ...
    </ClientAttributes>
  </UserDetails>
</auth>
```

## Lookup Service

The Lookup Service enables you to perform operations such as fetching a list of media types, languages, users, and workflow items.



## Get Media Types

Fetch a list of valid media types. Media types are used to indicate the type and source of social media posts within the Radian6 API. They can be used to create source filters within the Analysis Dashboard (Topic Profile Configuration) and can also be used to filter results in the calls of the Data Service. This call shows you the name and id of all the media types in the system.

```
GET /lookup/mediaproviders
```

Parameters	Type	Description
auth_token	HeaderParam	Required. Request header containing the token returned from authentication with the API.
auth_appkey	HeaderParam	Required. Application key unique to your account.

## Example

```
http://api.radian6.com/socialcloud/v1/lookup/mediaproviders
```

## Request Headers

```
GET /socialcloud/v1/lookup/mediaproviders HTTP/1.1
Host: api.radian6.com
auth_token: NotARealToken
auth_appkey: NotARealAppKey
```

## Response Headers

```
HTTP/1.1 200 OK
Date: Thu, 29 Sep 2011 17:17:16 GMT
Content-Type: application/xml
Content-Length: 705
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
```

## Response

```
<?xml version="1.0" encoding="utf-8"?>
<MediaTypeList>
  <MediaTypeItem>
    <mediaTypeId>1</mediaTypeId>
    <mediaTypeName>Blogs</mediaTypeName>
    <displayOrder>1</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>2</mediaTypeId>
    <mediaTypeName>Videos</mediaTypeName>
    <displayOrder>2</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>4</mediaTypeId>
    <mediaTypeName>Images</mediaTypeName>
    <displayOrder>3</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>5</mediaTypeId>
    <mediaTypeName>Mainstream News</mediaTypeName>
    <displayOrder>4</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>8</mediaTypeId>
    <mediaTypeName>MicroMedia</mediaTypeName>
    <displayOrder>5</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>10</mediaTypeId>
    <mediaTypeName>Forums</mediaTypeName>
    <displayOrder>6</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>9</mediaTypeId>
    <mediaTypeName>Forum Replies</mediaTypeName>
    <displayOrder>7</displayOrder>
  </MediaTypeItem>
  <MediaTypeItem>
    <mediaTypeId>11</mediaTypeId>
    <mediaTypeName>Comments</mediaTypeName>
    <displayOrder>8</displayOrder>
  </MediaTypeItem>
</MediaTypeList>
```

```

<MediaTypeItem>
  <mediaTypeId>12</mediaTypeId>
  <mediaTypeName>Facebook</mediaTypeName>
  <displayOrder>9</displayOrder>
</MediaTypeItem>
<MediaTypeItem>
  <mediaTypeId>13</mediaTypeId>
  <mediaTypeName>Aggregator</mediaTypeName>
  <displayOrder>10</displayOrder>
</MediaTypeItem>
<MediaTypeItem>
  <mediaTypeId>14</mediaTypeId>
  <mediaTypeName>Buy/Sell</mediaTypeName>
  <displayOrder>11</displayOrder>
</MediaTypeItem>
<MediaTypeItem>
  <mediaTypeId>16</mediaTypeId>
  <mediaTypeName>MySpace</mediaTypeName>
  <displayOrder>13</displayOrder>
</MediaTypeItem>
</MediaTypeList>

```

## Resources for Lookup Service

The following list shows other operations you can use with the Lookup Service.

Operations	Example
Get sort types	GET /lookup/sorttypes
Get languages	GET /lookup/languages
Get timezones	GET /lookup/timezones
Get filter types	GET /lookup/filtertypes
Get count types	GET /lookup/counttypes
Get users	GET /lookup/users
Get tags	GET /lookup/tags
Get advanced filter types	GET /lookup/advancedfiltertypes
Get regions	GET /lookup/regions

Operations	Example
Get projects	GET /lookup/projects
Get influencer metrics	GET /lookup/influencermetrics
Get external account types	GET /lookup/externalaccounttypes
Get extended media types	GET /lookup/extendedmediatypes
Get media group types	GET /lookup/mediagroupproviders
Get workflow	GET /lookup/workflow

The `auth_token` and `auth_appkey` header parameters are required for all calls. See the [Lookup Service reference](#) in the Radian6 API Documentation for details on each of these operations.

## Resources

---

Use the following resources to get more information about the Radian6 API.

- Radian6 API Documentation: <http://socialcloud.radian6.com/docs>
- Get started with Radian6:  
<http://www.salesforcemarketingcloud.com/products/social-media-listening/>
- Radian6 case studies:  
<http://www.salesforcemarketingcloud.com/resources/videos/>

## CHAPTER 23 Pardot API

Pardot enables you to create, deploy, and manage online marketing campaigns efficiently. The Pardot REST API allows your application to access prospects, visitors, activities, opportunities, and other data in Pardot.

All Pardot accounts and user roles have full access to the API. Pardot integrates and syncs automatically with Salesforce using a [connector](#). You can use the Pardot API if you're performing custom integrations involving third-party tools and services not supported by our connectors.

You must authenticate with the API before issuing requests. All requests must use HTTP `GET` or `POST`. Although `GET` requests are secure due to the use of SSL, we recommend using `POST`, with sensitive or lengthy parameter values being part of the `POST` message body.

When performing `update` requests, only the fields specified in the request are updated, and all others are left unchanged. If a required field is cleared during an `update`, the request will be declined.

Objects available through the API correspond to objects within the Pardot user interface. These objects may include opportunities, prospects, users, visitors, and so on.

### Supported Browsers

---

Pardot supports the following browsers:

- Mozilla® Firefox®
- Google Chrome™
- Microsoft® Internet Explorer®
- Apple® Safari®

If you receive an “outdated browser” warning, upgrade to the latest version of a browser listed above.

### Supported Salesforce Editions

---

Pardot supports these Salesforce Editions:

- Professional Edition
- Enterprise Edition

- Unlimited Edition

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

## Quick Start

---

The Pardot API allows your application to access data within Pardot.

To get started with the Pardot API, follow these steps.

1. [Authenticate with the API](#).
2. [Issue requests using the API](#). You can test out API requests via the [API Console](#).



**Example:** Visit the [Pardot Developer site](#) to learn more and watch a demo on how to get your API key and learn how to query and create prospects.

## Step One: Authenticate with the API

You must authenticate with the API before issuing requests.

A few prerequisites must be met to successfully authenticate a connection to the API.

1. All requests to the Pardot API must be made via SSL encrypted connection.
2. Authentication requests must use HTTP `POST`.
3. Obtain the `email`, `password`, and `user_key` (available in the application under **My Settings**) for the Pardot user account that will be submitting API requests.

With these requirements met, an API key must be acquired. Both User and API keys are unique to individual users. API keys are valid for 60 minutes. In contrast, user keys are valid indefinitely. To authenticate, issue the following request (having replaced the values denoted in *italics* with values for your account):

```
POST: https://pi.pardot.com/api/login/version/3
message body: email=email&password=password&user_key=user_key
```

Parameter	Description
<code>email</code>	The email address of your user account
<code>password</code>	The password of your user account
<code>user_key</code>	The 32-bit hexadecimal user key for your user account

All parameters are required. If authentication was successful, a 32-character hexadecimal API key will be returned in the following format:

```
<rsp stat="ok" version="1.0">
  <api_key>5a1698a233e73d7c8ccd60d775fbc68a</api_key>
</rsp>
```

Otherwise, the response will contain the following:

```
<rsp stat="fail" version="1.0">
  <err code="15">Login failed</err>
</rsp>
```

Subsequent authentication requests will return either the current valid API key or a newly generated API key if the previous one had expired.

## Step Two: Issue Requests Using the Pardot API

The Pardot API handles a variety of requests for many of the objects available through the Pardot user interface.

Most requests to the API use the following standardized format. All requests must use HTTP `GET` or `POST`. Although `GET` requests are secure due to the use of SSL, we recommend using `POST`, with sensitive or lengthy parameter values being part of the `POST` message body. You're responsible for issuing requests with the following components:

```
POST:
https://pi.pardot.com/api/object/version/3/do/operator/identifier_field/identifier
message body:
api_key=your_api_key&user_key=your_user_key&parameters_for_request

GET:
https://pi.pardot.com/api/object/version/3/do/operator/identifier_field/identifier
?api_key=your_api_key&user_key=your_user_key&parameters_for_request
```

Parameter	Description
object	The object type to be returned by the API request
operator	The operation to be performed on the specified object type
identifier_field	The field to be used as the identifier for the specified object type

Parameter	Description
<code>identifier</code>	The identifier for the specified object(s)
<code>your_api_key</code>	The API key that was obtained during authentication
<code>your_user_key</code>	The user key that was used during authentication
<code>format</code>	The API data format. Either xml or json (xml is default)
<code>parameters_for_request</code>	Parameters specific to your request

With the exception of `format` and `parameters_for_request`, all parameters are required.

The ordering of parameters is arbitrary. Parameters are passed using conventional HTML parameter syntax, with `'?'` indicating the start of the parameter string (for GET requests only) and `'&'` as the separator between parameters. Data returned from the API is formatted using JSON or XML 1.0 with UTF-8 character encoding. Keep in mind that some characters in the response may be encoded as HTML entities, requiring client-side decoding. Also, keep in mind that all parameters specified in an API request **MUST** be URL-encoded before they are submitted.

In general, the API will return XML or JSON containing a current version of the target object's data. However, unsuccessful requests will return a short response containing an error code and message.

## Querying Objects

Search criteria may be used together in any combination and/or order unless otherwise specified. Unless `output=mobile` is specified, each query request returns 200 results. This limit is not enforced for responses formatted for mobile devices. For parameter values that can be quite large such as those with comma-separated IDs, we recommend using a POST request due to the URL character limits on GET requests. When querying objects, you can include parameters to navigate through the result set, retrieve the remaining results, and sort.

## Changing the API Response Format

The Pardot API supports several output formats, each of which returns different levels of detail in the XML or JSON response. Output formats are defined by specifying the `output` request parameter. Supported output formats include:

- `full`—Returns all supported data for the Pardot object and all objects associated with it.



- `simple`—Returns all supported data for the data for the Pardot object.
- `mobile`—Returns an abbreviated version of the object data. This output format is ideal for mobile applications.

If the output request parameter is not defined, the output format defaults to `full`.

## Sample XML Response Format

The following examples show the XML response formats for an opportunity.

For `output=full`:

```
<rsp stat="ok" version="1.0">
  <opportunity>
    ...
    <campaign>
      ...
    </campaign>
    <prospects>
      <prospect>
        ...
      </prospect>
    </prospects>
    <opportunity_activities>
      <visitor_activity>
        ...
      </visitor_activity>
    </opportunity_activities>
  </opportunity>
</rsp>
```

For `output=simple`:

```
<rsp stat="ok" version="1.0">
  <opportunity>
    ...
    <campaign>
      ...
    </campaign>
    <prospects>
      <prospect>
        ...
      </prospect>
    </prospects>
  </opportunity>
</rsp>
```

```
    </opportunity>  
</rsp>
```

For output=mobile:

```
<rsp stat="ok" version="1.0">  
  <opportunity>  
    ...  
  </opportunity>  
</rsp>
```

## Using the API

---

Each field returned by the API maps to a field within the Pardot user interface. Field mappings for individual records (prospects and leads/contacts) and accounts are set up automatically when you verify your connector.

By default, Salesforce is the master for all of these fields except for the proprietary Pardot fields (score, grade, Pardot campaign, and so on), referrer fields, and Google Analytics fields created when you install the AppExchange package.

At this time, we only sync with lead, contact, account, and opportunity fields. However, you can choose to make Pardot the master for most other fields and change most of the default mappings if you'd like.

For more information on field mapping, see the following resources.

- [Getting Started with the Salesforce Integration](#)
- [Opportunities in Pardot](#)
- [Default Prospect and Account Field Mapping](#)

For more information on fields that can be returned or updated via the API, see the [Object Field References](#) in the Pardot API Documentation.

## Using Prospects

Access and manage your prospects.

## Supported Operations

Supported operations for prospects are `assign`, `unassign`, `create`, `read`, `update`, `upsert`, `delete`, and `query`.

Operation	Description
assign	<div><b>Format</b><div>/api/prospect/version/3/do/assign/email/<i>email</i>?...</div><b>Required Parameters</b><div>user_key, api_key, email (user_email OR user_id OR group_id)</div><b>Description</b><div>Assigns or reassigns the prospect specified by <i>email</i> to a specified Pardot user or group. One of the following parameters must be provided to identify the target user or group: <i>user_email</i>, <i>user_id</i>, or <i>group_id</i>. Returns an updated version of the prospect.</div></div>
assign	<div><b>Format</b><div>/api/prospect/version/3/do/assign/id/<i>id</i>?...</div><b>Required Parameters</b><div>user_key, api_key, id (user_email OR user_id OR group_id)</div><b>Description</b><div>Assigns or reassigns the prospect specified by <i>id</i> to a specified Pardot user or group. One of the following parameters must be provided to identify the target user or group: <i>user_email</i>, <i>user_id</i>, or <i>group_id</i>. Returns an updated version of the prospect.</div></div>
create	<div><b>Format</b><div>/api/prospect/version/3/do/create/email/<i>email</i>?...</div><b>Required Parameters</b><div>user_key, api_key, email</div><b>Description</b><div>Creates a new prospect using the specified data. <i>email</i> must be a unique email address. Email list subscriptions and custom field data may also be added with this request.</div></div>

Operation	Description
query	<div><b>Format</b><div>/api/prospect/version/3/do/query?...</div><b>Required Parameters</b><div>user_key, api_key</div><b>Description</b><div>Returns the prospects matching the specified criteria parameters.</div></div>
query	<div><b>Format</b><div>/api/opportunity/version/3/do/query?...</div><b>Required Parameters</b><div>user_key, api_key</div><b>Description</b><div>Returns the opportunities matching the specified criteria parameters.</div></div>

## Assigning and Reassigning Prospects

To assign or reassign a prospect, both the prospect to be assigned and the target user or group of the assignment must be defined. Prospects can be specified by their Pardot ID or email address. Users or groups can be specified by their Pardot user ID, email address, or Pardot group ID.

The following examples show possible combinations of parameters. You must substitute specific values for parameters denoted in *italics*.

```
/api/prospect/version/3/do/assign/email/?user_email=user_email
&api_key=api_key&user_key=user_key
```

```
/api/prospect/version/3/do/assign/email/?user_id=user_id
&api_key=api_key&user_key=user_key
```

```
/api/prospect/version/3/do/assign/email/?group_id=group_id
&api_key=api_key&user_key=user_key
```

```
/api/prospect/version/3/do/assign/id/?user_email=user_email
&api_key=api_key&user_key=user_key
```

```
/api/prospect/version/3/do/assign/id/?user_id=user_id
&api_key=api_key&user_key=user_key
```

```
/api/prospect/version/3/do/assign/id/?group_id=group_id
&api_key=api_key&user_key=user_key
```

Only values that are specifically named in the request are updated. All others are left unchanged. To clear a value, submit an `update` request containing a parameter with no specified value, such as `status=`.

## Creating Prospects

To create a prospect via the API, only a valid and unique email address is required. Values for any other prospect fields may also be provided in the `create` request. Developers are responsible for substituting specific values for parameters denoted in *italics*.

The following example shows how to create a new prospect.

```
/api/prospect/version/3/do/create/email/new_prospect@pardot.com?first_name=first_name
&last_name=last_name&api_key=api_key&user_key=user_key
```

See [Using Prospects](#) and the [Prospect field reference](#) in the Pardot API Documentation for complete descriptions of prospects.


## Updating Field Values

Modifying values of prospect data fields is done by submitting an `update` request with parameters for each field to be updated. Each parameter is formatted as `field_name=value`. Custom field values are updated using the same syntax.

The following example shows how to update the phone number of a prospect whose email address is `bob@pardot.com`.

```
/api/prospect/version/3/do/update/email/bob@pardot.com?phone=888-123-4567
&api_key=api_key&user_key=user_key
```

Only values that are specifically named in the request are updated. All others are left unchanged. To clear a value, submit an `update` request containing a parameter with no specified value, such as `phone=`.


 **Note:** Any field that is set to record multiple responses cannot have its values cleared this way.

# Using Opportunities

Access and manage your opportunities.

## Supported Operations

Supported operations for opportunities are `create`, `read`, `update`, `delete`, `undelete`, and `query`.

Operation	Description
<code>create</code>	<div><p><b>Format</b></p><pre>/api/opportunity/version/3/do/create/ prospect_email/prospect_email?...</pre></div> <div><p><b>Required Parameters</b></p><p><code>user_key</code>, <code>api_key</code>, <code>prospect_email</code>, <code>name</code>, <code>value</code>, <code>probability</code></p></div> <div><p><b>Description</b></p><p>Creates a new opportunity using the specified data. The <code>prospect_email</code> parameter must correspond to an existing prospect. <code>name</code>, <code>value</code>, and <code>probability</code> must also be specified.</p></div> <div><p> <b>Note:</b> If both <code>prospect_email</code> and <code>prospect_id</code> are specified, both must correspond to the same prospect.</p></div>

Operation	Description
create	<div><b>Format</b></div> <div><pre>/api/opportunity/version/3/do/create/ prospect_id/prospect_id?...</pre></div> <div><b>Required Parameters</b> user_key, api_key, prospect_email, name, value, probability</div> <div><b>Description</b> Creates a new opportunity using the specified data. The prospect_id parameter must correspond to an existing prospect. name, value, and probability must also be specified.</div>
update	<div><b>Format</b></div> <div><pre>/api/opportunity/version/3/do/update/id/id?...</pre></div> <div><b>Required Parameters</b> user_key, api_key, id</div> <div><b>Description</b> Updates the provided data for the opportunity specified by id, which is the Pardot ID for the target opportunity. Fields that are not updated by the request remain unchanged. Returns an updated version of the opportunity.</div>
query	<div><b>Format</b></div> <div><pre>/api/opportunity/version/3/do/query?...</pre></div> <div><b>Required Parameters</b> user_key, api_key</div> <div><b>Description</b> Returns the opportunities matching the specified criteria parameters.</div>

## Usage

Modifying values of opportunity data fields is done by submitting an `update` request with parameters for each field to be updated. Each parameter is formatted as *field\_name=value*.

The following example updates the value of an opportunity whose Pardot ID is 27.

```
POST: /api/opportunity/version/3/do/update/id/27 message body:
value=50000&api_key=api_key&user_key=user_key
```

Only values that are specifically named in the request are updated. All others are left unchanged. To clear a value, submit an `update` request containing a parameter with no specified value, such as `status=`.

See [Using Opportunities](#) and the [Opportunity field reference](#) in the Pardot API Documentation for complete descriptions of opportunity.

## Using Visitors

Access and query your visitors.

## Supported Operations

Supported operations for visitors are `assign`, `read`, and `query`.

Operation	Description
assign	<div><b>Format</b> <pre>/api/visitor/version/3/do/assign/id/id?...</pre></div> <div><b>Required Parameters</b> user_key, api_key, id (prospect_email OR prospect_id)</div> <div><b>Description</b> Assigns or reassigns the visitor specified by <i>id</i> to a specified prospect. One (and only one) of the following parameters must be provided to identify the target prospect: <i>prospect_email</i> or <i>prospect_id</i>. Returns an updated version of the visitor.</div>
read	<div><b>Format</b> <pre>/api/visitor/version/3/do/read/id/id?...</pre></div>



Operation	Description
	<p><b>Required Parameters</b></p> <p><code>user_key, api_key, id</code></p> <p><b>Description</b></p> <p>Returns the data for the visitor specified by <i>id</i>, including associated visitor activities, identified company data, and visitor referrers. The <i>id</i> parameter is the Pardot ID for the target visitor.</p>
<code>query</code>	<p><b>Format</b></p> <div><code>/api/visitor/version/3/do/query?...</code></div> <p><b>Required Parameters</b></p> <p><code>user_key, api_key</code></p> <p><b>Description</b></p> <p>Returns the visitors matching the specified criteria parameters.</p>

## Assigning and Reassigning Visitors

To assign or reassign a visitor, both the visitor to be assigned and the target prospect of the assignment must be defined. Visitors are specified by their Pardot ID. Prospects can be specified by their Pardot user ID or by their email address.

The following example shows possible combinations of parameters. You must substitute specific values for parameters denoted in *italics*.

`/api/visitor/version/3/do/assign/id/visitor_id?prospect_email=prospect_email&api_key=api_key&user_key=user_key`

`/api/visitor/version/3/do/assign/id/visitor_id?prospect_id=prospect_id&api_key=api_key&user_key=user_key`

See [Using Visitors](#) and the [Visitor field reference](#) in the Pardot API Documentation for complete descriptions of visitors.

## Using Visitor Activities

Read and query your visitor activities.

## Supported Operations

Supported operations for visitor activities are `read` and `query`. The following examples show how you can read and query visitors.

Operation	Description
<code>read</code>	<div><p><b>Format</b></p><pre>/api/visitorActivity/version/3/do/read/id/id?...</pre></div> <div><p><b>Required Parameters</b></p><p><code>user_key</code>, <code>api_key</code>, <code>id</code></p></div> <div><p><b>Description</b></p><p>Returns the data for the visitor activity specified by <code>id</code>, which is the Pardot ID for the target visitor activity.</p></div>
<code>query</code>	<div><p><b>Format</b></p><pre>/api/visitorActivity/version/3/do/query?...</pre></div> <div><p><b>Required Parameters</b></p><p><code>user_key</code>, <code>api_key</code>, <code>search_criteria</code>, <code>result_set_criteria</code></p></div> <div><p><b>Description</b></p><p>Returns the visitor activities matching the specified criteria parameters.</p></div>

## Usage

See [Using Visitor Activities](#) and the [Visitor Activity field reference](#) in the Pardot API Documentation for complete descriptions of visitor activities.

## Using Users

Read and query your users.

# Supported Operations

Supported operations for users are `read`, and `query`. The following examples show how you can assign, read and query users.

Operation	Description
<code>read</code>	<div><div><b>Format</b></div><div><pre>/api/user/version/3/do/read/email/<i>email</i>?...</pre></div><div><b>Required Parameters</b> <code>user_key</code>, <code>api_key</code>, <code>id</code></div><div><b>Description</b> Returns the data for the user specified by <i>email</i>, which is the email address of the target user.</div></div>
<code>read</code>	<div><div><b>Format</b></div><div><pre>/api/user/version/3/do/read/id/<i>id</i>?...</pre></div><div><b>Required Parameters</b> <code>user_key</code>, <code>api_key</code>, <code>id</code></div><div><b>Description</b> Returns the data for the user specified by <i>id</i>, which is the Pardot ID of the target user.</div></div>
<code>query</code>	<div><div><b>Format</b></div><div><pre>/api/user/version/3/do/query?...</pre></div><div><b>Required Parameters</b> <code>user_key</code>, <code>api_key</code></div><div><b>Description</b> Returns the users matching the specified criteria parameters.</div></div>

# Usage

See [Using Users](#) and the [User field reference](#) in the Pardot API Documentation for complete descriptions of users.

# Using Visits

Read and query your users' visits.

## Supported Operations

Supported operations for visits are `read` and `query`. The following examples show how you can read and query visits.

Operation	Description
<code>read</code>	<div><p><b>Format</b></p><pre>/api/visit/version/3/do/read/id/id?...</pre></div> <div><p><b>Required Parameters</b></p><p><code>user_key</code>, <code>api_key</code>, <code>id</code></p></div> <div><p><b>Description</b></p><p>Returns the data for the visit specified by <code>id</code>, including associated visitor page views. The <code>id</code> parameter is the Pardot ID for the target visit.</p></div>
<code>query</code>	<div><p><b>Format</b></p><pre>/api/visit/version/3/do/query?...</pre></div> <div><p><b>Required Parameters</b></p><p><code>user_key</code>, <code>api_key</code>, (<code>ids</code>, <code>visitor_ids</code>, <code>prospect_ids</code>)</p></div> <div><p><b>Description</b></p><p>Returns the visits matching the specified criteria parameters.</p></div>

## Usage

See [Using Visits](#) and the [Visit field reference](#) in the Pardot API Documentation for complete descriptions of visits.

# Using Lists

Read and query your email list subscriptions.

## Supported Operations

Supported operations for lists are `read` and `query`. The following examples show how you can read and query lists.

Operation	Description
<code>read</code>	<div><p><b>Format</b></p><pre>/api/list/version/3/do/read/id/id?...</pre></div> <div><p><b>Required Parameters</b></p><pre>user_key, api_key, id</pre></div> <div><p><b>Description</b></p><p>Returns the data for the list specified by <i>id</i>, which is the Pardot ID for the target list.</p></div>
<code>query</code>	<div><p><b>Format</b></p><pre>/api/list/version/3/do/query?...</pre></div> <div><p><b>Required Parameters</b></p><pre>user_key, api_key</pre></div> <div><p><b>Description</b></p><p>Returns the lists matching the specified criteria parameters.</p></div>

## Usage

See [Using Lists](#) and the [List field reference](#) in the Pardot API Documentation for complete descriptions of lists.

## Using Prospect Accounts

Access and manage your prospect accounts.

## Supported Operations

Supported operations for prospects are `create`, `describe`, `read`, `update`, and `query`. The following examples show how you can create, read, and query prospect accounts.

Operation	Description
<code>create</code>	<div><b>Format</b><div>/api/prospectAccount/version/3/do/create?...</div><b>Required Parameters</b><code>user_key, api_key</code><b>Description</b>Create a new prospect accounts.</div>
<code>read</code>	<div><b>Format</b><div>/api/prospectAccount/version/3/do/read/id/id?...</div><b>Required Parameters</b><code>user_key, api_key, id</code><b>Description</b>Returns the data for the prospect account specified by <i>id</i>, which is the Pardot ID of the target prospect account.</div>
<code>query</code>	<div><b>Format</b><div>/api/prospectAccount/version/3/do/query?...</div><b>Required Parameters</b><code>user_key, api_key</code><b>Description</b>Returns the prospect accounts matching the specified criteria parameters.</div>

## Usage

See [Using Prospect Accounts](#) and the [Prospect Account field reference](#) in the Pardot API Documentation for complete descriptions of prospect accounts.

# Reading Emails

Read emails based on the Pardot ID.

## Supported Operations

The following example shows how you can read emails.

Operation	Description
read	<div><p><b>Format</b></p><pre>/api/email/version/3/do/read/id/email_id?...</pre></div> <div><p><b>Required Parameters</b></p><p>user_key, api_key, email</p></div> <div><p><b>Description</b></p><p>Returns the data for the email specified by <i>id</i>, which is the Pardot ID for the target email.</p></div>

## Usage

For more information, see the [Email field reference](#) in the Pardot API Documentation.

## Sending One to One Emails

Send an email to a prospect.

## Supported Operations

The following example shows how you can send one-to-one email to a prospect.

Operation	Description
send	<div><p><b>Format</b></p><pre>/api/email/version/3/do/send/prospect_id /&lt;prospect_id&gt;?...</pre></div>

Operation	Description
	<p><b>Required Parameters</b></p> <p>user_key, api_key, campaign_id, (email_template_id OR (text_content, name, &amp; subject)), (from_email OR from_user_id)</p> <p><b>Description</b></p> <p>Sends a one-to-one email to the prospect identified by &lt;prospect_id&gt;.</p>
send	<p><b>Format</b></p> <div><pre>/api/email/version/3/do/send/prospect_email /&lt;prospect_email&gt;?... </pre></div> <p><b>Required Parameters</b></p> <p>user_key, api_key, campaign_id, (email_template_id OR (text_content, name, &amp; subject)), (from_email OR from_user_id)</p> <p><b>Description</b></p> <p>Sends a one-to-one email to the prospect identified by &lt;prospect_email&gt;.</p>

Usage

For more information, see the [Email field reference](#) in the Pardot API Documentation.

Sending List Emails

Send emails to prospects at a scheduled date and time.

Supported Operations

The following example shows how you can send emails to prospects.



Operation	Description
send	<p><b>Format</b></p> <pre>/api/email/version/3/do/send</pre> <p><b>Required Parameters</b></p> <p>user_key, api_key, list_ids[], campaign_id, (email_template OR (text_content, name, &amp; subject)), (from_email OR from_user_id)</p> <p><b>Description</b></p> <p>Sends an email to all prospects in a list identified by list_ids[].</p>

## Usage

For more information, see the [Email field reference](#) in the Pardot API Documentation.

## Resources

Use the following resources to get more information about the Pardot API.

- Pardot API Documentation: <http://developer.pardot.com/>
- Object Field References: <http://developer.pardot.com/kb/api-version-3/object-field-references>
- Getting Started with the Salesforce Integration: <http://www.pardot.com/faqs/salesforce/getting-started-salesforce-com/>



# SERVICE CLOUD

## CHAPTER 24 Desk.com API

Desk.com enables you to deliver efficient all-in-one customer service, from customer and content management to business process automation and insights.

The Desk.com API provides a powerful and simple RESTful interface for interacting with your Desk.com data. With the Desk.com API, you can:

- Read all your cases
- Search for customers by name
- Create a new company
- Update an article translation
- Delete a topic

With over 100 endpoints, the Desk.com API can help you to build rich integrations and applications.

### Supported Browsers

---

Desk.com supports the following browsers:

- Mozilla® Firefox®
- Google Chrome™
- Microsoft® Internet Explorer®
- Apple® Safari®

We recommend using the latest version of a browser listed above. Cookies and JavaScript must be enabled.

### Supported Salesforce Editions

---

Desk.com provides deep two-way integration with these Salesforce Editions:

- Developer Edition
- Group Edition
- Professional Edition
- Enterprise Edition

- Unlimited Edition

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

## Quick Start

---

The Desk.com API handles requests over HTTPS and in JSON format.

Each resource represents the state of an object within Desk.com, such as a case, customer, or company, as well as its relationships with other resources. Each resource is identified by a named URI, and is accessed using HTTP methods like GET, POST, PATCH, and DELETE. Each request you make to the server must contain all information necessary to process the request as no state is stored on the server.

PATCH is used to modify a resource. If your HTTP client can't perform PATCH/DELETE requests, you can perform a POST request using an `X-HTTP-Method-Override` header to specify PATCH or DELETE.

```
$ curl https://yoursite.desk.com/api/v2/cases/1 \  
  -u email:password \  
  -H 'Accept: application/json' \  
  -H 'Content-Type: application/json' \  
  -H 'X-HTTP-Method-Override: PATCH' \  
  -X POST \  
  -d '{ "subject": "Updated" }'
```

The actions you can request on each resource is based on your role. These roles are: Agent, Reporting Agent, Workflow Manager, Knowledgebase Manager, Content Manager, Business Manager, Administrative Manager, Administrator, Knowledgebase Administrator, and Billing Administrator. See [Authorization](#) for more information on these roles and their permissions.

To get started with the Desk.com API, follow these steps.

1. Authenticate with the API.
2. Request for data.

## Step One: Authenticate with the API

You must authenticate with the API before sending or receiving data.

The API supports both basic authentication over SSL/TLS and OAuth 1.0a authentication. If you require access to your own account's data only, use basic authentication with your Desk.com email and password.

```
$ curl https://yoursite.desk.com/api/v2/cases \
  -u email:password \
  -H 'Accept: application/json'
```

If you are writing an API application that needs to access other accounts on behalf of their users, OAuth 1.0a provides you the capability to use the API without storing emails and passwords of users.

Before an API call can be made, a registered Desk.com user must first go through the OAuth Authorization workflow and allow the client application to access Desk.com on behalf of the user. During the process, the user will be required to login to Desk.com and “Allow” access. As an added layer of security, we require that a site administrator authorize your application before users of that site can authorize it. The user will then be redirected to a callback URL configured for the client application with an authorization code which the application can use to retrieve an “Access Token” for subsequent API calls.

**Table 1: OAuth Endpoints**

Type	Endpoint
Authorize	/oauth/authorize
Request Token	/oauth/request_token
Access Token	/oauth/access_token

Your token can be found under your client application's details in **Admin > Settings > API**. The combination of your consumer key, secret, access token, and access token secret provides you everything you need to make an API request.

This example shows how you can use the standard Ruby OAuth library to authenticate with the API.

```
require 'rubygems'
require 'oauth'

# KEY and SECRET are available in Desk.com Admin -> Settings -> API
->
# My Applications -> Key and Secret fields
KEY    = "YOUR_OAUTH_KEY"
SECRET = "YOUR_OAUTH_SECRET"
SITE   = "https://yoursite.desk.com"

# Start the process by requesting a token
callback_url = "https://example.com/oauth/callback"
```

```
consumer      = OAuth::Consumer.new(KEY, SECRET, site: SITE)
request_token = consumer.get_request_token(oauth_callback: callback_url)

# For demonstration purposes, visit this URL in your web browser and
# authorize
# the request. for a live application, redirect your user user to this
# URL
puts request_token.authorize_url(oauth_callback: callback_url)

# After the application is authorized, Desk.com will send a request
# to your
# callback_url with two parameters, oauth_token and oauth_verifier
oauth_token     = "oauth_token_param"
oauth_verifier  = "oauth_verifier_param"

# Retrieve the access token
access_token = request_token.get_access_token(oauth_token: oauth_token,

      oauth_verifier: oauth_verifier)

# Send a GET request to Desk.com
access_token.get("/api/v2/cases")

# From here, you can store the credentials to make requests in the
# future
```

## Step Two: Request for data

After authenticating with the Desk.com API, request for your data.

This section walks through some sample Ruby code showing how to read, create, update, and delete Topics and Topic Translations. The purpose of it is to demonstrate basic API calls in a simple manner. A real world application would need to additionally implement error handling for HTTP calls and prompt the user to fix any validation problems that may arise from POST and PATCH calls.

The following code assumes your system has these items installed:

- Ruby 1.9.3
- Ruby gems
- JSON gem version 1.8.0

- httparty gem version 0.11.0

```
require 'rubygems'
require 'json'
require 'httparty'

AUTH      = { basic_auth: { username: 'you@yoursite.com', password:
"password" } }
BASE_URI  = "https://yoursite.desk.com"

# get a resource
def get(uri, opts = {})
  opts = opts.merge(AUTH)
  uri  = BASE_URI + uri

  puts "getting #{uri}"

  response = HTTParty.get(uri, opts)

  JSON.parse(response.body)
end

# patch a resource
def patch(uri, opts = {})
  opts = opts.merge(AUTH)
  uri  = BASE_URI + uri

  puts "patching #{uri}"

  HTTParty.patch(uri, opts)
end

# post a resource
def post(uri, opts = {})
  opts = opts.merge(AUTH)
  uri  = BASE_URI + uri

  puts "posting #{uri}"

  HTTParty.post(uri, opts)
end

# delete a resource
def delete(uri, opts = {})
```

```
opts = opts.merge(AUTH)
uri = BASE_URI + uri

puts "deleting #{uri}"

HTTParty.delete(uri, opts)
end

def get_topics
  get("/api/v2/topics", { query: { per_page: 1 } } )
end

def get_topic_translations(topic)
  get(topic["_links"]["translations"]["href"])
end

# get the first topic
topics = get_topics
topic = topics["_embedded"]["entries"].first

# get that topic's first translation
translations = get_topic_translations(topic)
translation = translations["_embedded"]["entries"].first

puts "current translation name: #{translation['name']}"

# update the translation's name
patch(translation["_links"]["self"]["href"], { query: { name: "name
updated via API at #{Time.now.to_s}" } } )

# get the updated translation
translation = get(translation["_links"]["self"]["href"])

puts "new translation name: #{translation['name']}"

# create a new topic
topic_options = { name: "new topic via API", allow_questions: false,
in_support_center: false }
post("/api/v2/topics", { query: topic_options } )

# find the last topic
topics = get_topics
topics = get(topics["_links"]["last"]["href"])
topic = topics["_embedded"]["entries"].last
```



```
puts "last topic's name: #{topic['name']}"

# delete the topic
response = delete(topic["_links"]["self"]["href"])
```

## Best Practices

---

The Desk.com API uses a RESTful Architecture. This section explains this architecture and offers several best practices.

### JSON interface

Requests and responses are in JSON format.

### Authentication

Both HTTP Basic Authentication and OAuth 1.0a are supported.

### Authorization

Authorization is handled transparently based on the given user's role.

### Stateless

Each request from the client to the server must contain all of the information necessary to process the request. No state is stored on the server.

### Caching Behavior

Responses are labeled as cacheable or non-cacheable with HTTP ETags.

### Uniform Interface

All resources are accessed with a generic interface over HTTPS.

### Named Resources

All resources are named using a base URI that follows your Desk.com URI.

### Layered Components

The architecture of Desk.com API v2 allows for intermediaries such as proxy servers and gateways to exist between the client and the server.

## Rate Limit

Rate limiting is implemented on a per-user basis, irrespective of the method of authentication. The current threshold is 60 requests per minute multiplied by the number of full-time agents and administrators on your site, up to a maximum of 300 requests per minute. For example, a site with one administrator and one agent would have a rate limit of 120 requests per minute. Requests are limited in 1-minute windows.

All responses include headers with status info about rate limiting.

`X-Rate-Limit-Limit`

Maximum number of requests per minute to the endpoint

`X-Rate-Limit-Remaining`

Available requests remaining in the current window

`X-Rate-Limit-Reset`

Seconds remaining until the next window begins

If your application hits the rate limit, an HTTP 429 error response will be returned with this body.

```
{
  "message": "Too Many Requests"
}
```

Assuming it is 40 seconds into the current window, for a site with a single administrator or agent, these headers will be returned.

```
{
  "X-Rate-Limit-Limit": 60,
  "X-Rate-Limit-Remaining": 0,
  "X-Rate-Limit-Reset": 20
}
```

When the limit is reached, your application should stop making requests until `X-Rate-Limit-Reset` seconds have elapsed.

## Reducing Requests and Conserving Bandwidth

When requesting for data, you'll receive a response code with your data to indicate success or failure. Resources such as labels, groups, macros, and users also support ETag caching.

The example responses below show only the headers. If the data on the server has changed, a 200 will be returned along with the entire response body. If the data on the server has not changed, a 304 will be returned with an empty response body, signifying that your application has up-to-date data.

The following example shows a request without an ETag and its example response headers.

```
$ curl https://yoursite.desk.com/api/v2/groups \
  -u email:password \
  -I
```

```
HTTP/1.1 200 OK
Date: Fri, 24 May 2013 15:00:10 GMT
```

```

Content-Type: application/json; charset=utf-8
Connection: keep-alive
X-Rate-Limit-Remaining: 59
X-Rate-Limit-Limit: 60
X-Rate-Limit-Reset: 50
X-AppVersion: 120.1
ETag: "1369407549"
X-Frame-Options: SAMEORIGIN
X-UA-Compatible: IE=Edge
Cache-Control: no-cache, private
X-Runtime: 0.323047
X-Rack-Cache: miss

```

The following example shows a request with a current ETag and its example response headers.

```

$ curl https://yoursite.desk.com/api/v2/groups \
  -u email:password \
  -H "if-none-match \"1369407549\"" \
  -I

```

```

HTTP/1.1 304 Not Modified
Date: Fri, 24 May 2013 15:05:42 GMT
Connection: keep-alive

```

## Embedding Resources

Related resources are linked and embedded using the [HAL](#) specification.

Most resources with a 1:1 or N:1 relationship with a second resource can embed the second one. If your application reads Cases and needs to retrieve the associated Customer, a naive approach might make a request to get the Case and another request to get the Customer. However, the Customer can be embedded within the Case, which will only count as one request.

Here's how you would request a case and embed the related customer, along with the response with embedded resource.

```

$ curl https://yoursite.desk.com/api/v2/cases/1?embed=customer \
  -u email:password \
  -H 'Accept: application/json'

```

```

{
  "subject": "Some case",
  "_links": {
    "self": {

```

```
    "href": "/api/v2/cases/1",
    "class": "case"
  },
  "customer": {
    "href": "/api/v2/customers/1",
    "class": "customer"
  }
},
"_embedded": {
  "customer": {
    "first_name": "John",
    "last_name": "Doe",
    "_links": {
      "self": {
        "href": "/api/v2/customers/1",
        "class": "customer"
      }
    }
  }
}
}
```

Embedding is useful when you need to grab a particular resource or collection of resources along with the related resources. Not every relationship can be embedded, and you can only specify embedded relationships on the top level resource or collection of resources.

## Selecting Fields

The fields included in a response can be limited by providing the comma separated `fields` param in the request. `_links` will be returned with all responses. The following example shows a request using field selection.

```
$ curl
https://yoursite.desk.com/api/v2/cases/:id?fields\=subject,status \
-u email:password \
-H 'Accept: application/json'
```

## Adjusting Pagination

Requests to collections of resources will return a page of 50 resources by default. You can request up to 100 entries per page by using the `per_page` parameter. By default, the first page is returned unless

specified with the `page` parameter. You can follow links to different pages using `_links` and access the resulting resources under the `_embedded` entries.

```
curl https://yoursite.desk.com/api/v2/cases?per_page=100 \
  -u email:password \
  -H 'Accept: application/json'
```

For more information, see the [Desk.com API Documentation](#).

## Using the API

Access and manage your articles, brands, cases, companies, customers, and other Desk.com data.

This section walks you through common actions for each resources. See the [Desk.com API Documentation](#) for a full list of examples and response details.

### Articles

Perform actions on your articles, such as listing, creating, or updating them.

Retrieve a paginated list of all articles.

```
GET https://yoursite.desk.com/api/v2/articles
```

### Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/articles \
  -u email:password \
  -H 'Accept: application/json'
```

### Example Response

The body content has been simplified in the following example.

```
{
  "total_entries": 2,
  "_links": {
    "self": {
      "href": "/api/v2/articles?page=1&per_page=30",
      "class": "page"
    },
  },
}
```

```
"first": {
  "href": "/api/v2/articles?page=1&per_page=30",
  "class": "page"
},
"last": {
  "href": "/api/v2/articles?page=1&per_page=30",
  "class": "page"
},
"next": null,
"previous": null
},
"_embedded": {
  "entries": [
    {
      "subject": "Awesome Subject",
      "body": "<p>Awesome apples</p>",
      "internal_notes": "Notes to the agent here",
      "publish_at": "2013-10-14T20:41:32Z",
      "created_at": "2013-10-14T20:36:32Z",
      "updated_at": "2013-10-14T20:41:32Z",
      "_links": {
        "self": {
          "href": "/api/v2/articles/1",
          "class": "article"
        },
        "topic": {
          "href": "/api/v2/topics/1",
          "class": "topic"
        },
        "translations": {
          "href": "/api/v2/articles/1/translations",
          "class": "article_translation"
        }
      }
    }
  ],
  {
    "subject": "How to make your customers happy",
    "body": "<strong>Use Desk.com</strong>",
    "body_email": "Email just doesn't cut it",
    "internal_notes": "Notes to the agent here",
    "publish_at": "2013-10-14T20:41:32Z",
    "created_at": "2013-10-14T20:36:32Z",
    "updated_at": "2013-10-14T20:41:32Z",
    "_links": {
```

```

        "self": {
            "href": "/api/v2/articles/2",
            "class": "article"
        },
        "topic": {
            "href": "/api/v2/topics/1",
            "class": "topic"
        },
        "translations": {
            "href": "/api/v2/articles/2/translations",
            "class": "article_translation"
        }
    }
}
]
}
}

```

## Calls for Articles

The following list shows all other calls for your articles.

Actions	Example
Show a single article	GET <a href="https://yoursite.desk.com/api/v2/articles/:id">https://yoursite.desk.com/api/v2/articles/:id</a>
Create an article	POST <a href="https://yoursite.desk.com/api/v2/articles">https://yoursite.desk.com/api/v2/articles</a>
Update an article	PATCH <a href="https://yoursite.desk.com/api/v2/articles/:id">https://yoursite.desk.com/api/v2/articles/:id</a>
Delete an article	DELETE <a href="https://yoursite.desk.com/api/v2/articles/:id">https://yoursite.desk.com/api/v2/articles/:id</a>
Search across all public articles	GET <a href="https://yoursite.desk.com/api/v2/articles/search">https://yoursite.desk.com/api/v2/articles/search</a>
List translations for an article	GET <a href="https://yoursite.desk.com/api/v2/articles/:article_id/translations">https://yoursite.desk.com/api/v2/articles/:article_id/translations</a>

Actions	Example
Show a single article translation	<pre>GET https://yoursite.desk.com/api/v2/articles/ :article_id/translations/:locale</pre>
Create an article translation	<pre>POST https://yoursite.desk.com/api/v2/articles/ :article_id/translations</pre>
Update an article translation	<pre>PATCH https://yoursite.desk.com/api/v2/articles/ :article_id/translations/:locale</pre>

See the [Articles reference](#) for details on each of these actions, including roles and fields.

## Brands

List all your brands or retrieve them individually.

Retrieve a paginated list of all brands.

```
GET https://yoursite.desk.com/api/v2/brands
```

Retrieve a single brand.

```
GET https://yoursite.desk.com/api/v2/brands/:id
```

Retrieve all articles for a brand.

```
GET https://yoursite.desk.com/api/v2/brands/:id/articles
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/brands/:id \
  -u email:password \
  -H 'Accept: application/json'
```



## Example Response

The body content has been simplified in the following example.

```
{
  "name": "Desk.com",
  "created_at": "2013-10-14T20:36:32Z",
  "updated_at": "2013-10-14T20:36:32Z",
  "_links": {
    "self": {
      "href": "/api/v2/brands/1",
      "class": "brand"
    }
  }
}
```

See the [Brands reference](#) for details on retrieving brands.

## Cases

Perform actions on your cases, such as listing, creating, or updating them.

Retrieve a paginated list of all cases.

```
GET https://yoursite.desk.com/api/v2/cases
```

Retrieve a single case. An external ID can be used by URL-encoding it and prefacing it with `e-`, such as `e-case%405-300`.

```
GET https://yoursite.desk.com/api/v2/cases/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/cases/1 \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "external_id": null,
  "subject": "Welcome",
  "priority": 5,
```

```
"locked_until": null,
"description": null,
"status": "new",
"type": "email",
"language": "en_us",
"created_at": "2013-10-14T20:36:32Z",
"updated_at": "2013-10-14T20:36:32Z",
"active_at": null,
"received_at": "2012-05-02T21:38:48Z",
"custom_fields": {
  "level": "vip"
},
"_links": {
  "self": {
    "href": "/api/v2/cases/1",
    "class": "case"
  },
  "message": {
    "href": "/api/v2/cases/1/message",
    "class": "message"
  },
  "customer": {
    "href": "/api/v2/customers/1",
    "class": "customer"
  },
  "assigned_user": {
    "href": "/api/v2/users/2",
    "class": "user"
  },
  "assigned_group": {
    "href": "/api/v2/groups/1",
    "class": "group"
  },
  "locked_by": null
}
}
```

## Calls for Cases

The following list shows all other calls for your cases.

## Case Actions

Action	Example
Create a case	POST <code>https://yoursite.desk.com/api/v2/customers/:customer_id/cases</code>
Delete a case	DELETE <code>https://yoursite.desk.com/api/v2/cases/:id</code>
Forward a case	POST <code>https://yoursite.desk.com/api/v2/cases/:id/forward</code>
Search cases	GET <code>https://yoursite.desk.com/api/v2/cases/search?name=John+Doe&amp;status=open</code>
Update a case	PATCH <code>https://yoursite.desk.com/api/v2/cases/:id</code>

## Message Actions

Action	Example
Delete a message	DELETE <code>https://yoursite.desk.com/api/v2/cases/:case_id/message</code>
Retrieve a message	GET <code>https://yoursite.desk.com/api/v2/cases/:case_id/message</code>
Update a message	PATCH <code>https://yoursite.desk.com/api/v2/cases/:case_id/message</code>

## Reply Actions

Action	Example
Create a reply	<pre>POST https://yoursite.desk.com/api/v2/cases/:case_id/replies/:id</pre>
List all replies	<pre>GET https://yoursite.desk.com/api/v2/cases /:case_id/replies</pre>
Retrieve a reply	<pre>GET https://yoursite.desk.com/api/v2/cases/ :case_id/replies/:id</pre>
Update a reply	<pre>PATCH https://yoursite.desk.com/api/v2/cases /:case_id/replies/:id</pre>

## Note Actions

Action	Example
Create a note	<pre>POST https://yoursite.desk.com/api/v2/cases /:id/notes</pre>
Delete a note	<pre>DELETE https://yoursite.desk.com/api/v2/cases/:case_id/notes/:id</pre>
List all notes	<pre>GET https://yoursite.desk.com/api/v2/cases/:case_id/notes</pre>
Retrieve a note	<pre>GET https://yoursite.desk.com/api/v2/cases /:case_id/notes/:id</pre>

Action	Example
Update a note	PATCH https://yoursite.desk.com/api/v2/cases/:case_id/notes/:id

## Attachment Actions

Action	Example
Create a case attachment	POST https://yoursite.desk.com/api/v2/cases/:id/attachments
Create a reply attachment	POST https://yoursite.desk.com/api/v2/cases/:case_id/replies/:reply_id/attachments
Retrieve all case attachments	GET https://yoursite.desk.com/api/v2/cases/:case_id/attachments
Retrieve all message attachments	GET https://yoursite.desk.com/api/v2/cases/:case_id/message/attachments
Retrieve all reply attachments	GET https://yoursite.desk.com/api/v2/cases/:case_id/replies/:reply_id/attachments
Retrieve an attachment	GET https://yoursite.desk.com/api/v2/cases/:case_id/attachments/:id

## Other Calls for Cases

Action	Example
Preview a macro	<pre>POST https://yoursite.desk.com/api/v2/cases/:case_id/macros/preview</pre>
Read case history	<pre>GET https://yoursite.desk.com/api/v2/cases/:case_id/history</pre>
Retrieve all case links	<pre>GET https://yoursite.desk.com/api/v2/cases/:case_id/links</pre>
Retrieve all labels	<pre>GET https://yoursite.desk.com/api/v2/cases/:case_id/labels</pre>

See the [Cases reference](#) for details on each of these actions, including roles and fields.

## Companies

Perform actions on your companies, such as listing, creating, or updating them.

Retrieve a paginated list of all companies.

```
GET https://yoursite.desk.com/api/v2/companies
```

Retrieve a single company.

```
GET https://yoursite.desk.com/api/v2/companies/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/companies/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "Acme Inc",
  "domains": [
    "acmeinc.com",
    "acmeinc.net"
  ],
  "created_at": "2013-10-16T17:25:16Z",
  "updated_at": "2013-10-16T17:25:16Z",
  "custom_fields": {
    "employer_id": "123456789"
  },
  "_links": {
    "self": {
      "href": "/api/v2/companies/1",
      "class": "company"
    },
    "customers": {
      "href": "/api/v2/companies/1/customers",
      "class": "customer"
    }
  }
}
```

## Calls for Companies

The following list shows all other calls for your companies.

Action	Example
Create a company	POST <a href="https://yoursite.desk.com/api/v2/companies">https://yoursite.desk.com/api/v2/companies</a>
Retrieve all company cases	GET <a href="https://yoursite.desk.com/api/v2/companies/:company_id/cases">https://yoursite.desk.com/api/v2/companies/:company_id/cases</a>
Search	GET <a href="https://yoursite.desk.com/api/v2/companies/search">https://yoursite.desk.com/api/v2/companies/search</a>

Action	Example
Update a company	<code>PATCH https://yoursite.desk.com/api/v2/companies/:id</code>

See the [Companies reference](#) for details on each of these actions, including roles and fields.

## Custom Fields

List all your custom fields or retrieve them individually.

Retrieve a paginated list of all custom fields.

```
GET https://yoursite.desk.com/api/v2/custom_fields
```

Retrieve a single brand.

```
GET https://yoursite.desk.com/api/v2/brands/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/custom_fields/:id \  
  -u email:password \  
  -H 'Accept: application/json'
```

## Example Response

```
{  
  "name": "frequent_buyer",  
  "label": "Frequent Buyer",  
  "type": "customer",  
  "active": true,  
  "data": {  
    "type": "boolean"  
  },  
  "_links": {  
    "self": {  
      "href": "/api/v2/custom_fields/1",  
      "class": "custom_field"  
    }  
  }  
}
```



```
}
}
```

See the [Custom fields reference](#) for details on retrieving custom fields.

## Customers

List, create, or update customer data.

Retrieve a paginated list of all customers.

```
GET https://yoursite.desk.com/api/v2/customers
```

Retrieve a single customer.

```
GET https://yoursite.desk.com/api/v2/customers/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/customers/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "first_name": "John",
  "last_name": "Doe",
  "company": "ACME, Inc",
  "title": "Senior Ninja",
  "external_id": null,
  "background": "Great customer!",
  "language": "en_us",
  "locked_until": null,
  "created_at": "2013-10-16T17:25:16Z",
  "updated_at": "2013-10-16T17:25:16Z",
  "custom_fields": {
    "level": "vip"
  },
  "emails": [
    {
      "type": "work",
```

```
    "value": "john@acme.com"
  },
  {
    "type": "home",
    "value": "john@home.com"
  }
],
"phone_numbers": [
  {
    "type": "work",
    "value": "123-456-7890"
  }
],
"addresses": [
  {
    "type": "work",
    "value": "123 Main St, San Francisco, CA 94105"
  }
],
"_links": {
  "self": {
    "href": "/api/v2/customers/1",
    "class": "customer"
  },
  "cases": {
    "href": "/api/v2/customers/1/cases",
    "class": "case"
  },
  "locked_by": null
}
}
```

## Calls for Customers

The following list shows all other calls for your customers.

Actions	Example
Create a customer	GET <a href="https://yoursite.desk.com/api/v2/customers">https://yoursite.desk.com/api/v2/customers</a>
Update a customer	PATCH <a href="https://yoursite.desk.com/api/v2/customers/:id">https://yoursite.desk.com/api/v2/customers/:id</a>

Actions	Example
Search customers	<pre>GET https://yoursite.desk.com/api/v2/customers/search</pre>
Retrieve all customer cases	<pre>GET https://yoursite.desk.com/api/v2/customers/:id/cases</pre>

See the [Customers reference](#) for details on each of these actions, including roles and fields.

## ETags

List ETag values for various endpoints.

```
GET https://yoursite.desk.com/api/v2/etags
```

## Facebook Accounts

List all your Facebook accounts or retrieve them individually.

Retrieve a paginated list of all Facebook accounts.

```
GET https://yoursite.desk.com/api/v2/facebook_accounts
```

Retrieve a single Facebook account.

```
GET https://yoursite.desk.com/api/v2/facebook_accounts/:id
```

## Facebook Feeds

List all your Facebook feeds or retrieve them individually.

Retrieve a paginated list of all Facebook feeds.

```
GET https://yoursite.desk.com/api/v2/facebook_feeds
```

Retrieve a single Facebook feed.

```
GET https://yoursite.desk.com/api/v2/facebook_feeds/:id
```

## Facebook Users

List all your Facebook users or retrieve them individually.

Retrieve a paginated list of all Facebook users.

```
GET https://yoursite.desk.com/api/v2/facebook_users
```

Retrieve a single Facebook user.

```
GET https://yoursite.desk.com/api/v2/facebook_users/:id
```

## Filters

List all your filters, retrieve them individually, or retrieve all cases for the given filter.

Retrieve a paginated list of all filters.

```
GET https://yoursite.desk.com/api/v2/filters
```

Retrieve a single filter.

```
GET https://yoursite.desk.com/api/v2/filters/:id
```

Retrieve cases for the given filter.

```
GET https://yoursite.desk.com/api/v2/filters/:id/cases
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/filters/:id \  
-u email:password \  
-H 'Accept: application/json'
```

## Example Response

```
{  
  "name": "My Active Cases",  
  "sort": "priority",  
  "sort_field": "priority",  
  "sort_direction": "desc",  
  "position": 1,  
  "active": true,  
  "_links": {
```

```

    "self": {
      "href": "/api/v2/filters/1",
      "class": "filter"
    },
    "group": null,
    "user": null
  }
}

```

See the [Filters reference](#) for details on using filters.

## Groups

Perform actions on your groups, such as listing, creating, or updating them.

Retrieve a paginated list of all groups.

```
GET https://yoursite.desk.com/api/v2/groups
```

Retrieve a single group.

```
GET https://yoursite.desk.com/api/v2/groups/:id
```

## Example Curl Request

```

$ curl https://yoursite.desk.com/api/v2/groups/:id \
  -u email:password \
  -H 'Accept: application/json'

```

## Example Response

```

{
  "name": "Support Ninjas",
  "_links": {
    "self": {
      "href": "/api/v2/groups/1",
      "class": "group"
    }
  }
}

```

## Calls for Groups

The following list shows all other calls for your groups.

Action	Example
Retrieve all filters for the given group	<code>GET https://yoursite.desk.com/api/v2/groups/:id/filters</code>
Retrieve all permissions for the given group	<code>GET https://yoursite.desk.com/api/v2/groups/:id/permissions</code>
Retrieve all users for the given group	<code>GET https://yoursite.desk.com/api/v2/groups/:id/users</code>

See the [Groups reference](#) for details on each of these actions, including roles and fields.

## Inbound Mailboxes

List all your inbound mailboxes or retrieve them individually.

List all inbound mailboxes.

```
GET https://yoursite.desk.com/api/v2/mailboxes/inbound
```

Retrieve a single inbound mailbox.

```
GET https://yoursite.desk.com/api/v2/mailboxes/inbound/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/mailboxes/inbound/:id \  
  -u email:password \  
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "Support Mailbox",
  "enabled": true,
  "type": "imaps",
  "hostname": "mail.example.com",
  "port": 993,
  "email": "support@example.com",
  "last_checked_at": "2013-10-16T17:25:16Z",
  "created_at": "2013-10-16T17:25:16Z",
  "updated_at": "2013-10-16T17:25:16Z",
  "last_error": null,
  "inbound_address_filter": null,
  "outbound_address_filter": null,
  "_links": {
    "self": {
      "href": "/api/v2/mailboxes/inbound/1",
      "class": "inbound_mailbox"
    },
    "default_group": {
      "href": "/api/v2/groups/1",
      "class": "group"
    },
    "created_by": {
      "href": "/api/v2/users/1",
      "class": "user"
    },
    "updated_by": {
      "href": "/api/v2/users/1",
      "class": "user"
    }
  }
}
```

See the [Inbound mailboxes reference](#) for details on retrieving mailboxes.

## Insights

Retrieve meta data or create a report for your business insights.

Retrieve insights meta data for the authenticated site.

```
GET https://yoursite.desk.com/api/v2/insights/meta
```

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To create a report, use the following request.

```
POST https://yoursite.desk.com/api/v2/insights/reports
```

### Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/insights/reports \
  -u email:password \
  -X POST \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -d '{"resolution":"days", "min_date":"2013-06-01",
"max_date":"2013-07-30",
"dimension1_name":"*", "dimension1_values":"*",
"dimension2_name":"*", "dimension2_values":"*"}'
```

### Example Request Body

```
{
  "resolution": "days",
  "min_date": "2012-06-01",
  "max_date": "2013-07-30",
  "dimension1_name": "*",
  "dimension1_values": "*",
  "dimension2_name": "*",
  "dimension2_values": "*"
}
```

See the [Insights reference](#) for details on using insights.

## Integration URLs

Perform actions on your integration URLs, such as listing, creating, or updating them.

Retrieve a paginated list of all integration URLs.

```
GET https://yoursite.desk.com/api/v2/integration_urls
```

Retrieve a single integration URL.

```
GET https://yoursite.desk.com/api/v2/integration_urls/:id
```



## Example Curl Request

```
$ curl
https://yoursite.desk.com/api/v2/integration_urls/:id\?customer_id\=1
\
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "Sample URL",
  "description": "A sample Integration URL",
  "enabled": true,
  "markup": "http://www.example.com/name={{customer.name |
url_encode}}",
  "rendered": "http://www.example.com/name=Andrew",
  "created_at": "2013-10-16T17:25:16Z",
  "updated_at": "2013-10-16T17:25:16Z",
  "_links": {
    "self": {
      "href": "/api/v2/integration_urls/1",
      "class": "integration_url"
    }
  }
}
```

## Calls for Integration URLs

The following list shows all other calls for your integration URLs.

Actions	Example
Create an integration URL	POST <code>https://yoursite.desk.com/api/v2/integration_urls</code>
Update an integration URL	PATCH <code>https://yoursite.desk.com/api/v2/integration_urls/:id</code>

**Actions****Example**

Delete an integration  
URL

```
DELETE https://yoursite.desk.com/api/v2  
/integration_urls/:id
```

See the [Integration URLs reference](#) for details on each of these actions, including roles and fields.

## Jobs

List, show, or create jobs.

Retrieve a paginated list of all jobs.

```
GET https://yoursite.desk.com/api/v2/jobs
```

To retrieve a single job, append its `id` to the request.

```
GET https://yoursite.desk.com/api/v2/jobs/:id
```

To create a background job, use the following request.

```
POST https://yoursite.desk.com/api/v2/jobs
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/jobs \  
  -u email:password \  
  -X POST \  
  -H 'Accept: application/json' \  
  -H 'Content-Type: application/json' \  
  -d '{"type": "bulk_case_update", "case": {"priority": 5, "_links":  
  { "assigned_user": {"href": "/api/v2/users/1", "class": "user"}},  
  "case_ids": [1,2,3]}'
```

## Example Request Body

```
{  
  "type": "bulk_case_update",  
  "case": {  
    "priority": 5,
```

```

    "_links": {
      "assigned_user": {
        "href": "/api/v2/users/1",
        "class": "user"
      }
    },
    "case_ids": [1,2,3]
  }

```

## Example Response

```

{
  "type": "bulk_case_update",
  "status_message": "Completed",
  "progress": 100,
  "created_at": "2013-10-16T16:35:16Z",
  "completed_at": "2013-10-16T17:25:16Z",
  "_links": {
    "self": {
      "href": "/api/v2/jobs/1",
      "class": "job"
    },
    "user": {
      "href": "/api/v2/users/1",
      "class": "user"
    }
  }
}

```

See the [Jobs reference](#) for details on using jobs.

## Labels

Perform actions on your labels, such as listing, creating, or updating them.

Retrieve a paginated list of all labels.

```
GET https://yoursite.desk.com/api/v2/labels
```

Retrieve a single label.

```
GET https://yoursite.desk.com/api/v2/labels/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/labels/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "MyLabel",
  "description": "My Label Description",
  "types": ["case","macro"],
  "active": true,
  "position": 1,
  "_links": {
    "self": {
      "href": "/api/v2/labels/1",
      "class": "label"
    }
  }
}
```

## Calls for Labels

The following list shows all other calls for your labels.

Actions	Example
Create a label	POST https://yoursite.desk.com/api/v2/labels
Update a label	PATCH https://yoursite.desk.com/api/v2/labels/:id
Delete a label	DELETE https://yoursite.desk.com/api/v2/labels/:id

See the [Labels reference](#) for details on each of these actions, including roles and fields.

## Macros

Perform actions on your macros, such as listing, creating, or updating them.

Retrieve a paginated list of all macros.

```
GET https://yoursite.desk.com/api/v2/macros
```

Retrieve a single macro.

```
GET https://yoursite.desk.com/api/v2/macros/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/macros/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "Macro Macro",
  "description": "On repeat",
  "enabled": true,
  "position": 1,
  "folders": [
    "Sample Macros",
    "Favorites"
  ],
  "_links": {
    "self": {
      "href": "/api/v2/macros/1",
      "class": "macro"
    },
    "actions": {
      "href": "/api/v2/macros/1/actions",
      "class": "macro_action"
    }
  }
}
```

## Calls for Macros

The following list shows all other calls for your macros.

Actions	Example
Create a macro	<code>POST https://yoursite.desk.com/api/v2/macros</code>
Update a macro	<code>PATCH https://yoursite.desk.com/api/v2/macros/:id</code>
Delete a macro	<code>DELETE https://yoursite.desk.com/api/v2/macros/:id</code>
Retrieve all actions for a macro	<code>GET https://yoursite.desk.com/api/v2/macros/:macro_id/actions</code>
Retrieve an action for a macro	<code>GET https://yoursite.desk.com/api/v2/macros/:macro_id/actions/:id</code>
Update an action	<code>PATCH https://yoursite.desk.com/api/v2/macros/:macro_id/actions/:id</code>

See the [Macros reference](#) for details on each of these actions, including roles and fields.

## Outbound Mailboxes

List all your outbound mailboxes or retrieve them individually.

Retrieve a paginated list of all outbound mailboxes.

```
GET https://yoursite.desk.com/api/v2/outbound_mailboxes
```

Retrieve a single outbound mailbox.

```
GET https://yoursite.desk.com/api/v2/outbound_mailboxes/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/outbound_mailboxes/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

The body content has been simplified in the following example.

```
{
  "from_name": "Support",
  "from_email": "support@desk.com",
  "enabled": true,
  "reply_to": "",
  "hostname": "smtp.example.com",
  "port": 587,
  "last_error": null,
  "type": "custom",
  "created_at": "2014-05-20T19:18:09Z",
  "updated_at": "2014-05-20T19:18:09Z",
  "_links": {
    "self": {
      "href": "/api/v2/mailboxes/outbound/1",
      "class": "outbound_mailbox"
    }
  }
}
```

## Rules

List all your rules or retrieve them individually.

Retrieve a paginated list of all rules.

```
GET https://yoursite.desk.com/api/v2/rules
```

Retrieve a single rule.

```
GET https://yoursite.desk.com/api/v2/rules/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/rules/:id \  
-u email:password \  
-H 'Accept: application/json'
```

## Example Response

The body content has been simplified in the following example.

```
{  
  "name": "Assign to Support",  
  "description": "Assign inbound tweets to support group",  
  "enabled": true,  
  "created_at": "2013-10-16T17:25:16Z",  
  "updated_at": "2013-10-16T17:25:16Z",  
  "_links": {  
    "self": {  
      "href": "/api/v2/rules/1",  
      "class": "rule"  
    }  
  }  
}
```

See the [Rules reference](#) for details on retrieving rules.

## Site Settings

List all your site settings or retrieve them individually.

Retrieve a paginated list of all site settings.

```
GET https://yoursite.desk.com/api/v2/site_settings
```

Retrieve a single rule.

```
GET https://yoursite.desk.com/api/v2/site_settings/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/site_settings/:id \  
-u email:password \  
-H 'Accept: application/json'
```



## Example Response

```
{
  "name": "company_name",
  "value": "Cool Surfboard Co.",
  "_links": {
    "self": {
      "href": "/api/v2/site_settings/1",
      "class": "site_setting"
    }
  }
}
```

See the [Sites reference](#) for details on retrieving site settings.

## System Message

Desk.com uses the system message resource to announce upcoming maintenance or any other news that may affect its users. This is a read-only endpoint that exposes the current system message if one exists.

Retrieve all system messages.

```
GET https://yoursite.desk.com/api/v2/system_message
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/system_message \
  -u email:password \
  -X GET \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json'
```

## Example Response

The body content has been simplified in the following example.

```
{
  "message": "We're not doing maintenance today, but if we were then
we would tell you about it here.",
  "updated_at": "2013-10-16T17:25:16Z"
}
```

See the [System message reference](#) for details on retrieving system messages.

## Topics

Perform actions on your topics, such as listing, creating, or updating them.

Retrieve a paginated list of all topics.

```
GET https://yoursite.desk.com/api/v2/topics
```

Retrieve a single topic.

```
GET https://yoursite.desk.com/api/v2/topics/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/topics/:id \  
  -u email:password \  
  -H 'Accept: application/json'
```

## Example Response

```
{  
  "name": "Customer Support",  
  "description": "This is key to going from good to great",  
  "position": 1,  
  "allow_questions": true,  
  "in_support_center": true,  
  "created_at": "2013-10-06T17:35:16Z",  
  "updated_at": "2013-10-11T17:35:16Z",  
  "_links": {  
    "self": {  
      "href": "/api/v2/topics/1",  
      "class": "topic"  
    },  
    "articles": {  
      "href": "/api/v2/topics/1/articles",  
      "class": "article"  
    },  
    "translations": {  
      "href": "/api/v2/topics/1/translations",  
      "class": "topic_translation"  
    }  
  }  
}
```

## Calls for Topics

The following list shows all other calls for your topics.

Actions	Example
Create a topic	POST <code>https://yoursite.desk.com/api/v2/topics</code>
Update a topic	PATCH <code>https://yoursite.desk.com/api/v2/topics/:id</code>
Delete a topic	DELETE <code>https://yoursite.desk.com/api/v2/topics/:id</code>
Retrieve translations for a topic	GET <code>https://yoursite.desk.com/api/v2/topics/:topic_id/translations</code>
Retrieve a single topic translation	GET <code>https://yoursite.desk.com/api/v2/topics/:id/translations/:locale</code>
Create a topic translation	POST <code>https://yoursite.desk.com/api/v2/topics/:topic_id/translations</code>
Update a topic translation	PATCH <code>https://yoursite.desk.com/api/v2/topics/:id/translations/:locale</code>
Delete a topic translation	DELETE <code>https://yoursite.desk.com/api/v2/topics/:id/translations/:locale</code>

See the [Topics reference](#) for details on each of these actions, including roles and fields.

## Twitter Accounts

Perform actions on your Twitter accounts, such as listing or creating Tweets.

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Retrieve a paginated list of all Twitter accounts.

```
GET https://yoursite.desk.com/api/v2/twitter_accounts
```

Retrieve a single Twitter account.

```
GET https://yoursite.desk.com/api/v2/twitter_accounts/:id
```

### Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/twitter_accounts/:id \
  -u email:password \
  -H 'Accept: application/json'
```

### Example Response

```
{
  "handle": "desk_dev",
  "name": "Desk.com Development",
  "profile_image": "http://www.example.com/image.png",
  "active": true,
  "created_at": "2013-04-16T17:35:16Z",
  "updated_at": "2013-05-16T17:35:16Z",
  "_links": {
    "self": {
      "href": "/api/v2/twitter_accounts/1",
      "class": "twitter_account"
    }
  }
}
```

### Calls for Twitter Accounts

The following list shows all other calls for your Twitter accounts.

Actions	Example
Post a Tweet from a Twitter account	<pre>POST https://yoursite.desk.com/api/v2/twitter_accounts/:id/tweets</pre>

Actions	Example
Retrieve all Tweets for a Twitter account	<code>GET https://yoursite.desk.com/api/v2/twitter_accounts/:id/tweets</code>
Retrieve a Tweet	<code>GET https://yoursite.desk.com/api/v2/twitter_accounts/:twitter_account_id/tweets/:id</code>

See the [Twitter accounts reference](#) for details on each of these actions, including roles and fields.

## Twitter Users

List, show, or create Twitter users.

Retrieve a paginated list of Twitter users.

```
GET https://yoursite.desk.com/api/v2/twitter_users
```

Retrieve a single Twitter user.

```
GET https://yoursite.desk.com/api/v2/twitter_users/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/twitter_users/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "handle": "desk_dev",
  "image_url": "http://example.com/image.png",
  "followers_count": "123",
  "verified": false,
  "created_at": "2014-05-20T19:18:09Z",
  "updated_at": "2014-05-20T19:18:09Z",
  "_links": {
```

```
    "self": {
      "href": "/api/v2/twitter_users/1",
      "class": "twitter_user"
    },
    "customer": {
      "href": "/api/v2/customers/1",
      "class": "customer"
    }
  }
}
```

## More Information

For more information on listing, showing, and creating Twitter users, visit <http://dev.desk.com/API/twitter-users/>.

## Users

Retrieve users or perform other actions, such as retrieving their preferences.

Retrieve a paginated list of all users.

```
GET https://yoursite.desk.com/api/v2/users
```

Retrieve a single user.

```
GET https://yoursite.desk.com/api/v2/users/:id
```

## Example Curl Request

```
$ curl https://yoursite.desk.com/api/v2/users/:id \
  -u email:password \
  -H 'Accept: application/json'
```

## Example Response

```
{
  "name": "John Doe",
  "public_name": "John Doe",
  "email": "john@acme.com",
  "level": "agent",
```

```

    "_links": {
      "self": {
        "href": "/api/v2/users/1",
        "class": "user"
      },
      "preferences": {
        "href": "/api/v2/users/1/preferences",
        "class": "user_preference"
      }
    }
  }
}

```

## Calls for Users

The following list shows all other calls for your users.

Action	Example
Retrieve all preferences for a given user	GET <a href="https://yoursite.desk.com/api/v2/users/:id/preferences">https://yoursite.desk.com/api/v2/users/:id/preferences</a>
Retrieve a user's preference	GET <a href="https://yoursite.desk.com/api/v2/users/:id/preferences/:id">https://yoursite.desk.com/api/v2/users/:id/preferences/:id</a>
Update a user's preference	PATCH <a href="https://yoursite.desk.com/api/v2/users/:user_id/preferences/:id">https://yoursite.desk.com/api/v2/users/:user_id/preferences/:id</a>

See the [Users reference](#) for details on each of these actions, including roles and fields.

## Resources

Use the following resources to get more information about the Desk.com API.

- Desk.com API Documentation: <http://dev.desk.com/API/using-the-api/>
- Desk.com Integration Guides: <http://dev.desk.com/guides/>





## CHAPTER 25 Live Agent API

Live Agent lets service organizations connect with customers or website visitors in real time through a Web-based, text-only live chat. This guide provides several examples to customize chat windows and other Live Agent components using the Deployment and Pre-Chat APIs.

With the Live Agent API, you can:

- Customize deployments with the Deployment API.
- Create pre-chat forms to gather information from customers before they begin a chat with an agent with the Pre-Chat API.

Besides these APIs, you can customize the appearance of customer-facing chat windows and create post-chat pages that appear to customers after a chat is complete using Visualforce pages and components. Using Visualforce is not covered in this guide. See the [Live Agent Developer's Guide](#) for more information.

You can also customize these and other Live Agent components through Salesforce settings. For more information, see “Customize Your Live Agent Implementation” in the Salesforce Help.

## Supported Salesforce Editions

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

### Prerequisites

Before you customize Live Agent, make sure:

- Live Agent is enabled in your organization.
- Your administrator has granted you a Live Agent feature license. Although you can customize the product without a feature license, having one will allow you to access and test your customizations.
- You've created a Force.com site and uploaded images as static resources for your chat buttons and windows. If you plan to customize Live Agent without using a Force.com site, skip this step.

#### EDITIONS

Live Agent is available in: **Performance** Editions and **Developer** Edition organizations that were created after June 14, 2012

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

## API Versions

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Different methods and parameters are available in different versions of Live Agent's APIs. Before you begin developing with the Deployment API or the Pre-Chat API, make sure you're using the correct API version number in your code.

### Deployment API Versions

You can find out what version of the Deployment API your organization uses from the deployment code that's generated after you create a deployment.

Summer '13 and earlier releases support version 28.0 of the Deployment API. The URL for API version 28.0 looks like this:

`https://hostname.salesforceliveagent.com/content/g/deployment.js`

Winter '14 supports version 29.0 of the Deployment API. The URL for API version 29.0 contains the version number:

`https://hostname.salesforceliveagent.com/content/g/js/29.0/deployment.js`



**Note:** To use new methods and parameters in your deployments, you must update the deployment code on each of your Web pages to use the URL for version 29.0 of the Deployment API.

### Pre-Chat Information API Versions

Winter '14 supports version 29.0 of the Pre-Chat API. The URL for API version 29.0 contains the version number:

`https://hostname.salesforceliveagent.com/content/g/js/29.0/prechat.js`

You can find your organization's hostname by looking in the deployment code that's generated after you create a deployment.

## Creating Deployments

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Create a deployment to host Live Agent on your website. Each deployment includes a chat window, which visitors use to chat with support agents.

Once you create a deployment, you can customize it using the Deployment API to meet your company's needs.

To create a deployment:

1. From Setup, click **Customize > Live Agent > Deployments**.

2. Click **New**.
3. Enter a name for the deployment. This name, or a version of it, automatically becomes the `Developer Name`.
4. Enter a title for the chat window.
5. Select `Allow Visitors to Save Transcripts` to let visitors download a copy of the chat session when it ends.
6. Select the site that you'll associate with the deployment.
7. In `Chat Window Branding Image`, select the graphic that will appear in the chat window.
8. In `Mobile Chat Window Branding Image`, select the graphic that visitors using mobile devices will see in the chat window.
9. Click **Save**. Salesforce generates the deployment code.
10. Copy the deployment code and paste it on each Web page where you want to deploy Live Agent. For best performance, paste the code right before the closing body tag.



**Example:** For more information on creating a deployment, see “Create Live Agent Deployments” in the Salesforce online help.

## Customize Deployments with the Deployment API

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A deployment is a place on your company's website that's enabled for Live Agent. You can customize deployments by using the Live Agent Deployment API.

A deployment consists of a few lines of JavaScript that you add to a Web page. Your organization can have a single Live Agent deployment or multiple deployments. For example, if you have a single service center that supports multiple websites, creating a separate deployment for each site enables you to present multiple chat windows to your visitors. Each deployment includes a chat window, which visitors use to chat with support agents.

The Deployment API is a JavaScript-based API that lets you customize your deployments to specify back-end functionality.

## Creating Deployments

Create a deployment to host Live Agent on your website. Each deployment includes a chat window, which visitors use to chat with support agents.

Once you create a deployment, you can customize it using the Deployment API to meet your company's needs.

To create a deployment:

1. From Setup, click **Customize > Live Agent > Deployments**.
2. Click **New**.
3. Enter a name for the deployment. This name, or a version of it, automatically becomes the `Developer Name`.
4. Enter a title for the chat window.
5. Select `Allow Visitors to Save Transcripts` to let visitors download a copy of the chat session when it ends.
6. Select the site that you'll associate with the deployment.
7. In `Chat Window Branding Image`, select the graphic that will appear in the chat window.
8. In `Mobile Chat Window Branding Image`, select the graphic that visitors using mobile devices will see in the chat window.
9. Click **Save**. Salesforce generates the deployment code.
10. Copy the deployment code and paste it on each Web page where you want to deploy Live Agent. For best performance, paste the code right before the closing body tag.



**Example:** For more information on creating a deployment, see “Create Live Agent Deployments” in the Salesforce online help.

## Logging Deployment Activity with the Deployment API

Log the activity that occurs in a particular deployment using the Deployment API.

Use the following deployment methods to enable logging on a particular deployment. Logging lets you store information about the activity that occurs within a customer's Web browser as they chat with an agent through a particular deployment. You can add these methods as an additional script within the code that's automatically generated when you create a deployment.

### **enableLogging**

Use the `enableLogging` deployment method to enable logging on a particular deployment.

### Usage

Enables logging for a particular deployment, allowing your Web browser's JavaScript console to store information about the activity that occurs within a deployment. Available in API versions 28.0 and later.

## Syntax

```
liveagent.enableLogging();
```

## Parameters

None

# Customizing Your Chat Window with the Deployment API

Customize the dimensions of your customer-facing chat windows using the Deployment API.

Use the following deployment methods to customize the height and width of the chat window that customers will see when they begin a chat with an agent. You can add either of these methods as additional scripts within the code that's automatically generated when you create a deployment.

## setChatWindowHeight

Use the `setChatWindowHeight` method to customize the height of your chat window.

## Usage

Sets the height in pixels of the chat window that appears to customers. Available in API versions 28.0 and later.

## Syntax

```
void setChatWindowHeight (Number height)
```

## Parameters

Name	Type	Description	Available Versions
height	Number	The height in pixels of your custom chat window.	Available in API versions 28.0 and later.

## setChatWindowWidth

Use the `setChatWindowWidth` method to customize the width of your chat window.

Usage

Sets the width in pixels of the chat window that appears to customers. Available in API versions 28.0 and later.

Syntax

```
void setChatWindowWidth (Number width)
```

Parameters

Name	Type	Description	Available Versions
width	Number	The width in pixels of your custom chat window.	Available in API versions 28.0 and later.

Launching a Chat Request with the Deployment API

Use the Deployment API to customize how chat requests are launched.

Use the following deployment methods to determine how to launch and route chats when a customer clicks a chat button. You can add either of these methods as additional scripts within the code that’s automatically generated when you create a deployment.

startChat

Use the `startChat` method to request a chat from a button in a new window.

Usage

Requests a chat from the provided button in a new window.

Optionally, you can route chats from a specific button directly to the agent with the `userId` you specify. If the agent you specify is unavailable, you can specify whether to fall back to the button’s routing rules (`true`) or not (`false`).

Syntax

```
void startChat (String buttonId, (optional) String userId, (optional) Boolean fallback)
```

## Parameters

Name	Type	Description	Available Versions
<code>buttonId</code>	String	The ID of the chat button for which to request a chat in a new window.	Available in API versions 28.0 and later.
(Optional) <code>userId</code>	String	The Salesforce.com user ID of the agent to whom to directly route chats from the button.	Available in API versions 29.0 and later.
(Optional) <code>fallback</code>	Boolean	Specifies whether to fall back to the button's routing rules ( <code>true</code> ) or not ( <code>false</code> ) if the agent with the specified <code>sfdcUserId</code> is unavailable.	Available in API versions 29.0 and later.

## `startChatWithWindow`

Use the `startChatWithWindow` method to request a chat from a button using the name of a window.

## Usage

Requests a chat from the provided button using the provided window name. Available in API versions 28.0 and later.

## Syntax

```
void startChatWithWindow(String buttonId, String windowName,  
(optional) String userId, (optional) Boolean fallback)
```

## Parameters

Name	Type	Description	Available Versions
<code>buttonId</code>	String	The ID of the chat button for which to request a chat in a new window.	Available in API versions 28.0 and later.

Name	Type	Description	Available Versions
windowName	String	The name of the window.	Available in API versions 28.0 and later.
(Optional) userId	String	TheSalesforce user ID of the agent to whom to directly route chats from the button.	Available in API versions 29.0 and later.
(Optional) fallback	Boolean	Specifies whether to fall back to the button's routing rules ( <code>true</code> ) or not ( <code>false</code> ) if the agent with the specified <code>sfdcUserId</code> is unavailable.	Available in API versions 29.0 and later.

## Customizing Visitor Details with the Deployment API

Use the Deployment API to customize the visitor information of customers who request chats. This information is visible to the agent before they begin their chat with the customer.

Use the following deployment methods to customize visitor information when customers request to chat with an agent. You can add any of these methods as additional scripts within the code that's automatically generated when you create a deployment.

### **addCustomDetail**

Use the `addCustomDetail` method to add custom details for each chat visitor.

### Usage

Adds a new custom detail for the chat visitor in the Details chatlet in the Live Agent console. Available in API versions 28.0 and later.

### Syntax

```
addCustomDetail(String label, String value, (optional) Boolean  
displayToAgent)
```



## Parameters

Name	Type	Description	Available Versions
<code>label</code>	String	The label for the custom detail—for example, <code>"Name"</code> .	Available in API versions 28.0 and later.
<code>value</code>	String	The value of the custom detail—for example, <code>"John Doe"</code> .	Available in API versions 28.0 and later.
(Optional) <code>displayToAgent</code>	Boolean	Specifies whether to display the custom details that customers provide in a pre-chat form to the agent ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.

### `addCustomDetail.doKnowledgeSearch`

Use the `knowledgeSearch` method to automatically search for Knowledge One articles based on criteria in a pre-chat form.

## Usage

Retrieves a custom detail value from a pre-chat form when a customer requests a chat with an agent. After an agent accepts the chat request, this value is used as a search keyword to find articles in the Knowledge One widget. The `doKnowledgeSearch()` method conducts a search by using the `value` parameter in the `addCustomDetail` method. Available in API version 31.0 and later.

## Syntax

```
liveagent.addCustomDetail(String label, String value, (optional)
Boolean displayToAgent).doKnowledgeSearch()
```

### `setName`

Use the `setName` method to override the visitor name displayed in the Live Agent console or the Salesforce console.

### Usage

Overrides the visitor name displayed in the Live Agent console or the Salesforce console. Available in API versions 28.0 and later.

### Syntax

```
setName(String name)
```

### Parameters

Name	Type	Description	Available Versions
name	String	The visitor name that appears in the Live Agent console or the Salesforce console.	Available in API versions 28.0 and later.

## Creating Records Automatically with the Deployment API

Use the Deployment API to search for or create customer records automatically when an agent begins a chat with a customer.

You can add any of these methods as additional scripts within the code that's automatically generated when you create a deployment.

### **findOrCreate**

Use the `findOrCreate` method to find existing records or create new ones based on certain criteria.

### Usage

Finds or creates a record of the specified type when an agent accepts a chat request.



**Note:** The `findOrCreate` method begins the API call that finds existing records or create new records when an agent begins a chat with a customer. You must use this method before calling any of the other `findOrCreate` sub-methods for finding or creating records with the Deployment API.

Available in API versions 29.0 and later.

## Syntax

```
liveagent.findOrCreate(String EntityName)
```

## Parameters

Name	Type	Description	Available Versions
EntityName	String	The type of record to search for or create when an agent accepts a chat with a customer—for example, a contact record.	Available in API versions 29.0 and later.

## findOrCreate.map

Use the `findOrCreate.map` method to search for or create records that contain specific customer details.

## Usage

Searches for or creates records that contain customer data specified by the `addCustomDetail` Deployment API method. This method maps the value of the custom details to the fields on the specified record in the Salesforce console.

You can call the `findOrCreate.map` method as many times as necessary to find the appropriate records. Call the method once for every field and its corresponding custom detail value you want to search for.

Available in API versions 29.0 and later.

## Syntax

```
liveagent.findOrCreate(Object EntityName).map(String FieldName,  
String DetailName, Boolean doFind, Boolean isExactMatch, Boolean  
doCreate)
```

## Parameters

Name	Type	Description	Available Versions
<code>FieldName</code>	String	The name of the field in the record <code>EntityName</code> to which to map the corresponding custom detail <code>DetailName</code> .	Available in API versions 29.0 and later.
<code>DetailName</code>	String	The value of the custom detail to map to the corresponding field <code>FieldName</code> .	Available in API versions 29.0 and later.
<code>doFind</code>	Boolean	Specifies whether to search for a record that contains the custom detail <code>DetailName</code> in the field <code>FieldName</code> ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.
<code>isExactMatch</code>	Boolean	Specifies whether to search for a record that contains the exact value of the custom detail <code>DetailName</code> you specified in the field <code>FieldName</code> ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.
<code>doCreate</code>	Boolean	Specifies whether to create a new record with the custom detail <code>DetailName</code> in the field <code>FieldName</code> if one isn't found ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.

**`findOrCreate.saveToTranscript`**

Use the `findOrCreate.saveToTranscript` method to save the record you find or create to the chat transcript associated with the chat.

## Usage

Saves the record that you found or created using the `findOrCreate` and `findOrCreate.map` Deployment API methods to the chat transcript associated with the chat.

Available in API versions 29.0 and later.

## Syntax

```
liveagent.findOrCreate(String EntityName).saveToTranscript(String
TranscriptFieldName)
```

## Parameters

Name	Type	Description	Available Versions
TranscriptFieldName	String	The name of the field on the chat transcript record to which to save the ID of the record you found or created.	Available in API versions 29.0 and later.

## **findOrCreate.showOnCreate**

Use the `findOrCreate.showOnCreate` method to automatically open the record you create in a subtab in the Salesforce console.

## Usage

Opens the record you created using the `findOrCreate` and `findOrCreate.map` Deployment API methods automatically in a subtab in the to the Salesforce console.

Available in API versions 29.0 and later.

## Syntax


```
liveagent.findOrCreate(String EntityName).showOnCreate()
```

## **findOrCreate.linkToEntity**

Use the `findOrCreate.linkToEntity` method to link the record you found or created to another record type.

Usage

Links the record that you found or created using the `findOrCreate` and `findOrCreate.map` Deployment API methods to another record of a different record type that you created using a separate `findOrCreate` API call. For example, you can link a case record you found within your organization to a contact record you create.

 **Note:** You can only link records if the parent record is created with a `findOrCreate` API call. You can't link a child record to a record you found using the `findOrCreate.linkToEntity` method.

Available in API versions 29.0 and later.

Syntax

```
liveagent.findOrCreate(String EntityName).linkToEntity(String
EntityName, String FieldName)
```

Parameters

Name	Type	Description	Available Versions
EntityName	String	The type of record to which to link the child record you found or created.	Available in API versions 29.0 and later.
FieldName	String	The name of the field in the record <code>EntityName</code> to which to save the ID of the child record you found or created.	Available in API versions 29.0 and later.

Creating Records Deployment API Code Sample

Test and preview how automatically creating records can work with your Live Agent deployments using this code sample.

The following code searches for and creates records when an agent begins a chat with a customer using the following methods:

- `findOrCreate`
- `findOrCreate.map`
- `findOrCreate.saveToTranscript`

- `findOrCreate.linkToEntity`
- `findOrCreate.showOnCreate`

```
liveagent.addCustomDetail("First Name", "Ryan");
liveagent.addCustomDetail("Last Name", "Smith");
liveagent.addCustomDetail("Phone Number", "555-1212");
liveagent.addCustomDetail("Case Subject", "Problem with my iPhone");
liveagent.addCustomDetail("Case Status", "New", false);
liveagent.findOrCreate("Contact").map("FirstName", "First Name", true,
    true, true).map("LastName", "Last Name", true, true, true).map("Phone",
    "Phone Number", false,
    false, true).saveToTranscript("contactId").showOnCreate().linkToEntity("Case",
    "ContactId");
liveagent.findOrCreate("Case").map("Subject", "Case Subject", true,
    false, true).map("Status", "Case Status", false, false,
    true).showOnCreate();
```

## Customizing Chat Buttons with the Deployment API

Customize the chat buttons that appear on your website using the Deployment API.

Use the following deployment methods to customize your chat buttons. You can add any of these methods as additional scripts within the code that's automatically generated when you create a deployment.

### **showWhenOnline**

Use the `showWhenOnline` method to specify what customers see when a particular button is online.

### Usage

Displays a particular element when the specified button is online. Available in API versions 28.0 and later.

### Syntax

```
void showWhenOnline(String buttonId, Object element, (optional)
String userId)
```

Parameters

Name	Type	Description	Available Versions
buttonId	String	The ID of the chat button for which to display the specified <code>element</code> object when agents that are associated with the button are available to chat.	Available in API versions 28.0 and later.
element	Object	The element to be displayed when the specified button is online.	Available in API versions 28.0 and later.
(Optional) userId	String	The ID of the agent to associate with the button. The <code>element</code> object is displayed when that agent is available.	Available in API versions 29.0 and later.

If you specify a button ID but not an agent ID in your parameters, the element will be displayed only if the button is online.

If you specify an agent ID but not a button ID, the element will be displayed only if the agent is online. For example, the syntax below tracks an agent’s online status and sets the button to online when that agent is available; however, the button is set to offline if that agent isn’t available.

```
liveagent.showWhenOnline('005xx000001Sv1m',
document.getElementById('liveagent_button_toAgent_online'))
```

If you specify a button ID and an agent ID, the element will be displayed if either the button or the agent is online. For example, the following syntax tracks the status of an agent and a button and displays the element if at least one is available.

```
liveagent.showWhenOnline('573xx0000000006',
document.getElementById('liveagent_button_online_573xx0000000006_USER1'),
'005xx000001Sv1m');
```

**showWhenOffline**

Use the `showWhenOffline` method to specify what customers see when a particular button is offline.



## Usage

Displays a particular element when the specified button is offline. Available in API versions 28.0 and later.

## Syntax

```
void showWhenOffline(String buttonId, Object element, (optional)
String userId)
```

## Parameters

Name	Type	Description	Available Versions
buttonId	String	The ID of the chat button for which to display the specified <code>element</code> object when no agents are available to chat.	Available in API versions 28.0 and later.
element	Object	The element to display when the specified button is offline.	Available in API versions 28.0 and later.
(Optional) userId	String	The ID of the agent to associate with the button. The <code>element</code> object is displayed when that agent is unavailable.	Available in API versions 29.0 and later.

If you specify a button ID but not an agent ID in your parameters, the element will be displayed only if the button is offline.

If you specify an agent ID but not a button ID, the element will be displayed only if the agent is offline. For example, the following syntax below tracks an agent's online status and sets the button to offline when that agent is unavailable.

```
liveagent.showWhenOffline('005xx000001Sv1m',
document.getElementById('liveagent_button_toAgent_offline'))
```

If you specify a button ID and an agent ID, the element will display if neither the button or the agent is available. For example, the syntax below tracks the status of an agent and a button and displays the element if neither one is available.

```
liveagent.showWhenOffline('573xx0000000006',
document.getElementById('liveagent_button_offline_573xx0000000006_USER1'),
'005xx000001Sv1m');
```

**addButtonEventHandler**

Use the `addButtonEventHandler` method to define a chat button’s behavior when certain events occur.

**Usage**

Defines the behavior for a chat button when the following events occur:

- An agent is available to chat.
- No agents are available to chat.

Available in API versions 28.0 and later.

**Syntax**

```
void addButtonEventHandler(String buttonId, Function callback)
```

**Parameters**

Name	Type	Description	Available Versions
buttonId	String	The ID of the chat button for which to define the behavior when certain events occur.	Available in API versions 28.0 and later.
callback	function	The function to call when a particular event occurs. You must specify the button’s behavior for each of the <a href="#">required event types</a> on page 351.	Available in API versions 28.0 and later.

## Event Types

Incorporate the following event types into your `callback` function to customize the behavior of your button when certain events occur. You must specify the button's behavior for each of the following event types.

Function	Event Type	Syntax	Description
<code>callback</code>	<code>BUTTON_AVAILABLE</code>	<code>liveagent.BUTTON_EVENT.BUTTON_AVAILABLE</code>	Specifies the behavior of the button when the criteria are met for customers to be able to chat with an agent, such as when an agent with the correct skills is available to chat.
	<code>BUTTON_UNAVAILABLE</code>	<code>liveagent.BUTTON_EVENT.BUTTON_UNAVAILABLE</code>	Specifies the behavior of the button when no agents are available to chat.

## Customizing Automated Chat Invitations with the Deployment API

Use the Deployment API to customize automated chat invitations that appear to customers on your website.

Use the following deployment methods to customize your automated chat invitations.

## rejectChat

Use the `rejectChat` method to reject and retract an invitation that's been sent to a customer.

### Usage

Rejects an invitation and causes it to be retracted.

Available in API versions 28.0 and later.

### Syntax

```
void rejectChat (String buttonId)
```

### Parameters

Name	Type	Description	Available Versions
<code>buttonId</code>	String	The ID of the chat button for which to reject chats.	Available in API versions 28.0 and later.

## addButtonEventHandler

Use the `addButtonEventHandler` method to define an automated invitation's behavior when certain events occur.

### Usage

Defines the behavior for an invitation when the following events occur:

- The criteria are met for the invitation to appear on-screen.
- The criteria are not met for the invitation to appear on-screen.
- A customer accepts an invitation to chat.
- A customer rejects an invitation to chat.

Available in API versions 28.0 and later.

### Syntax

```
void addButtonEventHandler (String buttonId, Function callback)
```

## Parameters

Name	Type	Description	Available Versions
<code>buttonId</code>	String	The ID of the chat button associated with the automated invitation for which to define the behavior when certain events occur.	Available in API versions 28.0 and later.
<code>callback</code>	function	The function to call when a particular event occurs. You must specify the invitation's behavior for each of the <a href="#">required event types</a> on page 353.	Available in API versions 28.0 and later.

## Event Types

Incorporate the following event types into your `callback` function to customize the behavior of your invitation when certain events occur. You must specify the invitation's behavior for each of the following event types.

Function	Event Type	Syntax	Description
<code>callback</code>	<code>BUTTON_AVAILABLE</code>	<code>liveagent.BUTTON_EVENT.BUTTON_AVAILABLE</code>	Specifies the behavior of the automated invitation when the criteria are met for the invitation to appear on-screen.
	<code>BUTTON_UNAVAILABLE</code>	<code>liveagent.BUTTON_EVENT.BUTTON_UNAVAILABLE</code>	Specifies the behavior of the automated invitation

Function	Event Type	Syntax	Description
			when no agents are available to chat.
	BUTTON_ACCEPTED	<code>liveagent.BUTTON_EVENT.BUTTON_ACCEPTED</code>	Specifies the behavior of the automated invitation when a customer accepts the invitation.
	BUTTON_REJECTED	<code>liveagent.BUTTON_EVENT.BUTTON_REJECTED</code>	Specifies the behavior of the automated invitation when a customer rejects the invitation.

**setCustomVariable**

Use the `setCustomVariable` method to create customized criteria in your sending rules that must be met in order for your automated invitation to be sent to customers.

**Usage**

Creates customized criteria in your sending rules that must be met in order for your automated invitation to be sent to customers. Specifies the comparison values for custom variables used in criteria for your sending rules. Available in API versions 28.0 and later.

## Syntax

```
void setCustomVariable(String variableName, Object value)
```

## Parameters

Name	Type	Description	Available Versions
variableName	String	The name of the customized criteria for your custom sending rule.	Available in API versions 28.0 and later.
value	Object	The comparison value for your custom sending rule.	Available in API versions 28.0 and later.

## Automated Chat Invitation Code Sample

Test and preview how automated chat invitations can work on your website using this code sample.

The following code is for an automated chat invitation that uses the `addButtonEventHandler()` method to display a customized invitation on a website. This invitation allows customers to start a chat with an agent when an agent with the correct skills is available to chat.

```
<apex:page>
<div id="liveagent_invite_button_573x00000000010" style="display: none;

    position: fixed; border: 2px solid darkblue; border-radius: 5px;
    background-color: lightblue; height: 100px; width: 200px;">
<div style="cursor: pointer; padding: 5px; right: 0px;
    position: absolute; color: darkred; font-weight: bold;"
    onclick="liveagent.rejectChat('573x00000000010')">X</div>
<div style="cursor: pointer; top: 42px; left: 65px; position: absolute;

    font-weight: bold; font-size: 16px;"
    onclick="liveagent.startChat('573x00000000010')">Start Chat</div>
</div>

<script type='text/javascript'
    src='https://c.lalsl.salesforceliveagent.com/content/g/deployment.js'>

    </script>
<script type='text/javascript'>
function buttonCallback(e) {
```

```
    if (e == liveagent.BUTTON_EVENT.BUTTON_AVAILABLE) {

document.getElementById('liveagent_invite_button_573x0000000010').style.display

    = '';

document.getElementById('liveagent_invite_button_573x0000000010').style.left

    =

        '300px';

document.getElementById('liveagent_invite_button_573x0000000010').style.top

    =

        '200px';
    }
    if (e == liveagent.BUTTON_EVENT.BUTTON_UNAVAILABLE) {

document.getElementById('liveagent_invite_button_573x0000000010').style.display

    =

        'none';
    }
    if (e == liveagent.BUTTON_EVENT.BUTTON_ACCEPTED) {

document.getElementById('liveagent_invite_button_573x0000000010').style.display

    =

        'none';
    }
    if (e == liveagent.BUTTON_EVENT.BUTTON_REJECTED) {

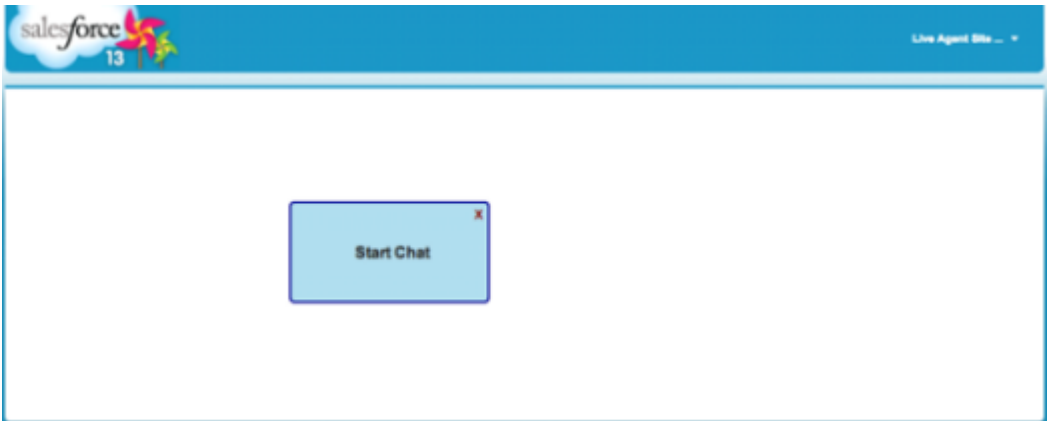
document.getElementById('liveagent_invite_button_573x0000000010').style.display

    =

        'none';
    }
}
liveagent.addButtonEventHandler('573x0000000010', buttonCallback);
liveagent.init('https://d.lalsl.salesforceliveagent.com/chat',
'572x00000000001',
    '00Dx00000001gEH');
</script>
</apex:page>
```

The code above results in an invitation that looks like this:





## Deployment API Code Sample

Test and preview how the Deployment API can help you customize your deployments.

The following code sample shows a chat window that uses the following Deployment API methods:

- `startChat`
- `showWhenOnline`
- `showWhenOffline`
- `addCustomDetail`
- `setName`
- `map`
- `setChatWindowWidth`
- `setChatWindowHeight`
- `doKnowledgeSearch`

```
<apex:page >
  <h1>Welcome!</h1>
  Thank you for contacting customer support.

  <!-- START Button code -->
  

    <script type="text/javascript">
        if (!window._laq) { window._laq = []; }

window._laq.push(function(){liveagent.showWhenOnline('573D000000000Ar',

document.getElementById('liveagent_button_online_573D000000000Ar'));
    liveagent.showWhenOffline('573D000000000Ar',

document.getElementById('liveagent_button_offline_573D000000000Ar'));

    });</script>
    <!-- END Button code -->

<!-- Deployment code -->
<script type='text/javascript'

src='https://c.lalsl.saleforceliveagent.com/content/g/deployment.js'></script>

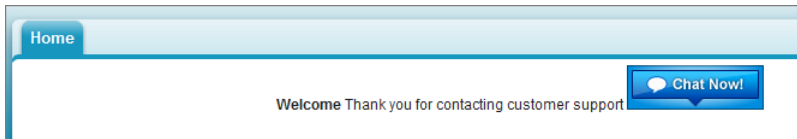
<script type='text/javascript'>
    // An auto query that searches contacts whose email field exactly
matches "john@acme.com"
    liveagent.addCustomDetail('Contact E-mail', 'john@acme.com');
    liveagent.findOrCreate('Contact').map('Email','Contact
E-mail',true,true,false);
    // Conducts a Knowledge One search on the provided value; in this
case,
    // searches Knowledge One articles for the term "Problems with my
iPhone"
    liveagent.addCustomDetail('Case Subject', 'Problem with my
iPhone').doKnowledgeSearch();
    // An auto query that searches contacts whose first name field
matches "John Doe"
    liveagent.addCustomDetail('Contact Name', 'John Doe');
    liveagent.findOrCreate('Contact').map('FirstName','Contact
```

```

Name',true,false,false);
    // Saves the custom detail to a custom field on LiveChatTranscript
    at the end of a chat
    liveagent.addCustomDetail('Company',
'Acme').saveToTranscript('Company__c');
    // Overrides the display name of the visitor in the agent console
    when engaged in a chat
    liveagent.setName('John Doe');
    // Sets the width of the chat window to 500px
    liveagent.setChatWindowWidth(500);
    // Sets the height of the chat window to 500px
    liveagent.setChatWindowHeight(500);
    liveagent.init('https://d.la1s1.salesforceliveagent.com/chat',
'572D00000000002R',
'00DD00000000JXbY');
</script>
</apex:page>

```

This deployment code results in a page that looks like this:



## Accessing Chat Details with the Pre-Chat API

Use the Pre-Chat API to access customer details from the Deployment API and incorporate them into a pre-chat form.

### **preChatInit**

Use the `preChatInit` method to access the custom details that have been passed into the chat through the `addCustomDetail` Deployment API method.

### Usage

Extracts the custom details that have been passed into the chat through the `addCustomDetail` Deployment API method and integrates them into a pre-chat form.

Available in API versions 29.0 and later.

## Syntax

```
liveagent.details.preChatInit(String chatUrl, function
detailCallback, (optional) String chatFormName)
```

## Parameters

Name	Type	Description	Available Versions
chatUrl	String	The URL of the chat to retrieve custom details from.	Available in API versions 29.0 and later.
detailCallback	String	Name of the JavaScript function to call upon completion of the method.	Available in API versions 29.0 and later.
(Optional) chatFormName	String	The name of the HTML form tag for the pre-chat form to which to incorporate the custom details.	Available in API versions 29.0 and later.

## Responses

Name	Type	Description	Available Versions
details	Object	An object containing all of the custom details that were included in the pre-chat form using the preChatInit method.	Available in API versions 29.0 and later.

The `details` object has a structure similar to the following example object:

```
{
  "geoLocation": {
    "countryCode": "US",
    "countryName": "United States",
    "longitude": -122.4294,
    "organization": "SALESFORCE.COM",
    "latitude": 37.764496,
```

```

        "region": "CA",
        "city": "San Francisco"
    },
    "customDetails": [
        {
            "label": "Email",
            "value": "sonic@sega.com",
            "transcriptFields": ["Email__c"],
            "entityMaps": [
                {
                    "fieldName": "Email",
                    "isAutoQueryable": true,
                    "entityName": "Contact",
                    "isExactMatchable": true,
                    "isFastFillable": false
                }
            ]
        },
        {
            "label": "Name",
            "value": "Sonic H.",
            "transcriptFields": [],
            "entityMaps": []
        }
    ],
    "visitorId": "251a5956-bcbc-433d-b822-a87c062e681c"
}

```

## detailCallback

The `detailCallback` method specifies the behavior that should occur after the `preChatInit` method returns the `details` object.

Syntax	<del>Parameters</del> Description	Available Versions
<pre> function myCallback(details) {     //     Customer     specific code </pre>	<p><b>details</b> Specifies the actions to occur after the custom details are retrieved using the <code>preChatInit</code> method.</p>	Available in API versions 29.0 and later.

Syntax	Parameters	Description	Available Versions
<div><pre>}</pre></div>			

## Create Records Automatically with the Pre-Chat API

Use the Pre-Chat API to search for or create customer records automatically when a customer completes a pre-chat form.

### `findOrCreate.map`

Use the `findOrCreate.map` method to search for or create records that contain specific customer details.

### Usage

Searches for or creates records that contain the customer data that's specified in the pre-chat form that the customer completes. This method maps the value of the custom details to the fields on the specified record in the Salesforce console.

You can call the `findOrCreate.map` method as many times as necessary to find the appropriate records. You can list multiple fields and their corresponding details to map the detail values to the appropriate fields within the record.

Available in API versions 29.0 and later.

### Syntax

```
<input type= "hidden" name= "liveagent.prechat.findorcreate.map:
String entityName" value= "String fieldName, String detailName;" />
```

## Parameters

Name	Type	Description	Available Versions
<code>entityName</code>	String	The type of record to search for or create when an agent accepts a chat with a customer, for example, a contact record	Available in API versions 29.0 and later.
<code>fieldName</code>	String	The name of the field in the record <code>EntityName</code> to which to map the corresponding custom detail value	Available in API versions 29.0 and later.
<code>detailName</code>	String	The value of the custom detail to map to the corresponding field <code>fieldName</code>	Available in API versions 29.0 and later.

### `findOrCreate.map.doFind`

Use the `findOrCreate.map.doFind` method to specify which fields to use to search for existing customer records when a customer completes a pre-chat form.

### Usage


Specifies which fields in your `findOrCreate.map` method to use to search for an existing record. You can search for one or more fields within records.

Available in API versions 29.0 and later.

### Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findOrCreate.map.doFind: String entityName" value=
"String fieldName, Boolean find;" />
```

Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to search for or create when an agent accepts a chat with a customer—for example, a contact record.	Available in API versions 29.0 and later.
fieldName	String	The name of the field to search for in existing records.	Available in API versions 29.0 and later.
find	Boolean	Specifies whether to search for existing records that contain the field <code>fieldName</code> ( <code>true</code> ) or not ( <code>false</code> ). <div> <b>Note:</b> You only need to specify fields for which <code>find</code> equals <code>true</code>. The method will not search for records containing fields for which <code>find</code> equals <code>false</code>.</div>	Available in API versions 29.0 and later.

**findOrCreate.map.isExactMatch**

Use the `findOrCreate.map.isExactMatch` method to specify whether a field value must exactly match the field value in an existing record when you conduct a search with the `findOrCreate.map` method.

Usage

Specifies which fields in your `findOrCreate.map` method require an exact field value match when you search for existing records. You can specify this for one or more fields within records.


Available in API versions 29.0 and later.



## Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findorcreate.map.isExactMatch: String entityName"
value= "String fieldName, Boolean exactMatch;" />
```

## Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to search for or create when an agent accepts a chat with a customer—for example, a contact record.	Available in API versions 29.0 and later.
fieldName	String	The name of the field to search for in existing records.	Available in API versions 29.0 and later.
find	Boolean	Specifies whether to search for existing records that contain an exact match to the field <code>fieldName</code> ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.
<div>  <b>Note:</b> You only need to specify fields for which <code>exactMatch</code> equals <code>true</code>. The method will not search for records containing fields for which <code>exactMatch</code> equals <code>false</code>. </div>			

## `findOrCreate.map.doCreate`

Use the `findOrCreate.map.doCreate` method to specify which fields in `findOrCreate.map` method to use to create a new record if an existing record isn't found.

### Usage


Specifies which fields in your `findOrCreate.map` method to use to create a new record if an existing record isn't found. You can specify one or more fields for creating new records.

Available in API versions 29.0 and later.

### Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findOrCreate.map.doCreate: String entityName"
value= "String fieldName, Boolean create;" />
```

### Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to create when an agent accepts a chat with a customer and an existing record isn't found—for example, a contact record.	Available in API versions 29.0 and later.
fieldName	String	The name of the field to include in new records.	Available in API versions 29.0 and later.
create	Boolean	Specifies whether to create a new record that contains the field <code>fieldName</code> ( <code>true</code> ) or not ( <code>false</code> ).   <b>Note:</b> You only need to specify fields for which <code>create</code> equals <code>true</code> . The method will not create records containing fields for which <code>create</code> equals <code>false</code> .	Available in API versions 29.0 and later.

## findOrCreate.saveToTranscript

Use the `findOrCreate.saveToTranscript` method to save the record you find or create to the chat transcript associated with the chat.

### Usage

Saves the record that you found or created using the `findOrCreate.map.doCreate` or `findOrCreate.map.doFind` Pre-Chat API methods to the chat transcript associated with the chat when the chat ends.

Available in API versions 29.0 and later.

### Syntax

```
<input type="hidden" name=
"liveagent.prechat.findOrCreate.saveToTranscript: String entityName"
value= "String transcriptFieldName" />
```

### Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to search for or create when an agent accepts a chat with a customer—for example, a contact record.	Available in API versions 29.0 and later.
transcriptFieldName	String	The name of the field on the chat transcript record to which to save the ID of the record you found or created.	Available in API versions 29.0 and later.

## findOrCreate.showOnCreate

Use the `findOrCreate.showOnCreate` method to automatically open the record you create in a subtab in the Salesforce console.

## Usage

Opens the record you created using the `findOrCreate.map.doCreate` and `findOrCreate.map.doFind` Pre-Chat API methods automatically in a subtab in the to the Salesforce console.

Available in API versions 29.0 and later.

## Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findorcreate.showOnCreate: String entityName"
value= "Boolean show" />
```

## Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to search for or create when an agent accepts a chat with a customer—for example, a contact record.	Available in API versions 29.0 and later.
show	Boolean	Specifies whether to display the record you created in a subtab in the Salesforce console ( <code>true</code> ) or not ( <code>false</code> ).	Available in API versions 29.0 and later.

## findOrCreate.linkToEntity

Use the `findOrCreate.linkToEntity` method to link the record you found or created to another record type.

## Usage

Links the record that you found or created using the `findOrCreate.map.doFind` and `findOrCreate.map.doCreate` Pre-Chat API methods to another record of a different record type that you created using a separate `findOrCreate.map` API call. For example, you can link a case record you found within your organization to a contact record you create.

The `findOrCreate.linkToEntity` method can't be used to populate fields on records that you create by using the `findOrCreate` API call. Instead, use the [findOrCreate.map method](#) to update field values on records.



**Note:** You can only link records if the parent record is created with a `findOrCreate` API call. You can't link a child record to a record you found using the `findOrCreate.linkToEntity` method.

Available in API versions 29.0 and later.

## Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findorcreate.linkToEntity: String entityName"
value= "String parentEntityName, String fieldName" />
```

## Parameters

Name	Type	Description	Available Versions
entityName	String	The type of record to which to link the child record you found or created.	Available in API versions 29.0 and later.
parentEntityName	String	The type of parent record to link to the child record you found or created.	Available in API versions 29.0 and later.
fieldName	String	The name of the field in the record <code>parentEntityName</code> to which to save the ID of the child record you found or created.	Available in API versions 29.0 and later.

## `findOrCreate.displayToAgent`

Use the `findOrCreate.displayToAgent` method to specify which pre-chat details will be displayed to an agent in the Details tab when they receive a chat request.

## Usage


Specifies which pre-chat details to display to an agent in the Details tab in Salesforce console when the agent receives a chat request.

Available in API versions 29.0 and later.

## Syntax

```
<input type= "hidden" name=
"liveagent.prechat.findorcreate.displayToAgent: String detailName"
value= "Boolean display" />
```

## Parameters

Name	Type	Description	Available Versions
detailName	String	The name of the detail to display to an agent when they receive a chat request.	Available in API versions 29.0 and later.
display	Boolean	Specifies whether to display the customer detail to an agent in the Details tab in the Salesforce console (true) or not (false). <div> <b>Note:</b> You only need to specify details for which display equals false. The method will not display details for which display equals false. If you don't specify the value of the display parameter, the default value is set to true.</div>	Available in API versions 29.0 and later.

## Creating Records Pre-Chat API Code Sample

Test and preview how to automatically create records when a customer completes a pre-chat form using this code sample.

The following code searches for and creates records when a customer completes a pre-chat form using the following methods:

- `findOrCreate.map`
- `findOrCreate.map.doFind`
- `findOrCreate.map.isExactMatch`
- `findOrCreate.map.doCreate`
- `findOrCreate.saveToTranscript`
- `findOrCreate.showOnCreate`
- `findOrCreate.linkToEntity`

```
<form method="post" action="#">
<label>First Name: </label> <input type='text'
name='liveagent.prechat:ContactFirstName' /><br />
<label>Last Name: </label> <input type='text'
name='liveagent.prechat:ContactLastName' /><br />
<label>Subject: </label> <input type='text'
name='liveagent.prechat:CaseSubject' /><br />
<input type='hidden' name="liveagent.prechat:CaseStatus" value="New"
/><br />
<input type="hidden" name="liveagent.prechat.findorcreate.map:Contact"
value="FirstName,ContactFirstName;LastName,ContactLastName" />
<input type="hidden"
name="liveagent.prechat.findorcreate.map.doFind:Contact"
value="FirstName,true;LastName,true" />
<input type="hidden"
name="liveagent.prechat.findorcreate.map.isExactMatch:Contact"
value="FirstName,true;LastName,true" />
<input type="hidden"
name="liveagent.prechat.findorcreate.map.doCreate:Contact"
value="FirstName,true;LastName,true" />
<input type="hidden"
name="liveagent.prechat.findorcreate.saveToTranscript:Contact"
value="ContactId" />
<input type="hidden"
name="liveagent.prechat.findorcreate.showOnCreate:Contact" value="true"
/>
```

```
<input type="hidden"
name="liveagent.prechat.findorcreate.linkToEntity:Contact"
value="Case,ContactId" />
<input type="hidden" name="liveagent.prechat.findorcreate.map:Case"
value="Subject,CaseSubject;Status,CaseStatus" />
<input type="hidden"
name="liveagent.prechat.findorcreate.map.doCreate:Case"
value="Subject,true;Status,true" />
<input type="submit" value="Submit">
</form>
```

## Resources

---

Search on the Salesforce Developer's Network at <http://developer.salesforce.com/docs> for the following resources on the Live Agent API.

- Live Agent Developer's Guide
- Live Agent REST API Developer's Guide



## CHAPTER 26 Salesforce Console Integration Toolkit

The Salesforce console is designed for users in fast-paced environments who need to find, update, and create records in Salesforce quickly.

The Salesforce Console Integration Toolkit provides you with programmatic access to the Salesforce console so that you can extend it to meet your business needs. With the Salesforce Console Integration Toolkit, you can open and close tabs in the console to streamline a business process. For example, the toolkit lets you integrate third-party systems with the console, opening up an external application in the same window, in a tab.

The Salesforce Console Integration Toolkit is a browser-based JavaScript API. It uses browsers as clients to display pages as tabs in the console.

The Salesforce Console Integration Toolkit matches the API version for any given release. For example, if the current version of SOAP API is 28.0, then there's also a version 28.0 of the Salesforce Console Integration Toolkit.

This guide provides a high-level overview on the Salesforce Console Integration Toolkit and the available API methods. For more information, see the [Salesforce Console Integration Toolkit Developer's Guide](#).

### Supported Browsers

---

Salesforce Console Integration Toolkit supports the following browsers:

- Mozilla® Firefox® version 3.5 and later
- Google Chrome™, most recent stable version
- Microsoft® Internet Explorer® version 7 and later

URLs to Salesforce console pages might not work when pasted into browsers or selected from bookmarks. For known issues, see “Salesforce Console Limitations” in the Salesforce Help.

### Supported Salesforce Editions

---

Salesforce Console Integration Toolkit is available with these Salesforce Editions, with the Service Cloud:

- Developer Edition
- Enterprise Edition

- Unlimited Edition
- Performance Edition

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

## Quick Start

---

Get started with the Salesforce Console Integration Toolkit by first connecting to the Toolkit using JavaScript. Follow these steps to get started.

1. Connect to the toolkit.
2. Make asynchronous calls with the Toolkit.
3. Use Force.com Canvas to integrate the Salesforce Console with external applications that require authentication methods.

Use the Salesforce Console Integration Toolkit to do the following in the Salesforce Console:

- Open a new primary tab or subtab that displays a specified URL
- Set the title of a primary tab or a subtab
- Return the ID of a primary tab or subtab
- Close a specified primary tab or subtab

## Connecting to the Toolkit

The first portion of any JavaScript code that uses the Salesforce Console Integration Toolkit must make the toolkit available to the JavaScript code. The syntax for this is different depending on whether you are embedding JavaScript in a Visualforce page, or a third-party domain.

- For Visualforce pages or any source other than a custom `onclick` JavaScript button, specify a `<script>` tag that points to the toolkit file:

```
<apex:page>
    <script src="/support/console/34.0/integration.js"
    type="text/javascript"></script>
    ...
</apex:page>
```

For Visualforce, a relative path is sufficient to include `integration.js`, and is recommended.

- For a third-party domain:

```
<script
src="https://c.na1.visual.force.com/support/console/34.0/integration.js"
type="text/javascript"></script>
```

For third-party domains, it is necessary to specify an absolute URL to `integration.js` to use the toolkit. The default instance at which you can access the toolkit library is:

`c.na1.visual.force.com/support/console/34.0/integration.js`. We recommend that you use the default instance when the organization's instance cannot be determined.

The version of the Salesforce Console Integration Toolkit is in the URL.

## Asynchronous Calls with the Salesforce Console Integration Toolkit

The Salesforce Console Integration Toolkit lets you issue asynchronous calls. Asynchronous calls allow the client-side process to continue instead of waiting for a callback from the server. To issue an asynchronous call, you must include an additional parameter with the API call, which is referred to as a callback function. Once the result is ready, the server invokes the callback method with the result.

Asynchronous syntax:

```
method('arg1', 'arg2', ..., callback_method);
```

For example:

```
//Open a new primary tab with the Salesforce home page in it
sforce.console.openPrimaryTab(null, 'http://www.salesforce.com',
false, 'Salesforce', callback);
```

## Working with Force.com Canvas

To integrate the Salesforce Console with external applications that require authentication methods, such as signed requests or OAuth 2.0 protocols, Salesforce recommends you use Force.com Canvas.

Force.com Canvas and the Salesforce Console Integration Toolkit are similar—they're a set of tools and JavaScript APIs that developers can use to add third-party systems to Salesforce. However, one of the benefits of Force.com Canvas, is the ability to choose authentication methods. For more information, see the [Force.com Canvas Developer's Guide](#).



**Note:** For a canvas app to appear in a console, you must add it to the console as a custom console component. See [Add Console Components to Apps](#).

## Chapter 26 Salesforce Console Integration Toolkit

When developing a canvas app, and you want to include functionality from the Salesforce Console Integration Toolkit, do the following:

1. Include the console integration toolkit API in `index.jsp`.
2. If your console has a whitelist for domains, add the domain of your canvas app to the whitelist. See “Whitelist Domains for a Salesforce Console” in the Salesforce Help.
3. Call `Sfdc.canvas.client.signedrequest()` to store the signed request needed by the console integration toolkit API. For example, if the Force.com Canvas method of authentication is a signed request, do the following:

```
Sfdc.canvas.client.signedrequest('<%=signedRequest%>')
```

If the Force.com Canvas method of authentication is OAuth, do the following in the callback function used to get the context as shown in “Getting Context in Your Canvas App” in the *Force.com Canvas Developer’s Guide*:

```
Sfdc.canvas.client.signedrequest(msg)
```

Consider the following when working with the Salesforce Console Integration Toolkit and canvas apps:

- The console integration toolkit API script depends on the signed request and should be added after the call to `Sfdc.canvas.client.signedrequest()` has executed. We recommend that you load the scripts dynamically.
- To retrieve the entity ID of the record that is associated with the canvas sidebar component, do the following:

```
// Get signedRequest
var signedRequest = Sfdc.canvas.client.signedrequest();
var parsedRequest = JSON.parse(signedRequest);
// get the entity Id that is associated with this canvas sidebar
component.
var entityId = parsedRequest.context.environment.parameters.entityId;
```

- To retrieve the `entityId` for OAuth, do the following:

```
var entityId = msg.payload.environment.parameters.entityId;
```

To see an example on how to retrieve `msg.payload`, see “Getting Context in Your Canvas App” in the *Force.com Canvas Developer’s Guide*.

## Best Practices

Salesforce recommends you adhere to a few best practices as you use the Salesforce Console Integration Toolkit.

- Since many of the methods in the Salesforce Console Integration Toolkit are asynchronous and return their results using a callback method, we recommend that you refer to the documentation for each method to understand the information for each response.
- Errors generated by the Salesforce Console Integration Toolkit are typically emitted in a way that doesn't halt JavaScript processing. Therefore, we recommend you use a tool such as [Firebug for Firefox](#) to monitor the JavaScript console and to help you debug your code.
- To display Visualforce pages properly in the Salesforce Console, we recommend you:
  - Accpet the default setting `showHeader="true"` and set `sidebar="false"` on the `apex:page` tag.
  - Set `Behavior` on custom buttons and links that include methods from the toolkit to display in an existing window without a sidebar or header. For more information, see *Defining Custom Buttons and Links* in the Salesforce online help.
- When using Firefox, we recommend that you don't call `closeTab()` on a tab with an active alert box because the browser may not load properly.
- Duplicate tabs might open when users initiate methods with invalid URLs. We recommend you check URLs for validity before you include them in methods.
- To prevent `External Page` from displaying as a tab name, we recommend you specify the `tabLabel` argument on methods such as `openPrimaryTab()` and `openSubtab()`.
- For information on how you can customize, extend, or integrate the sidebars of the Salesforce console using Visualforce, we recommend you see *“Console Components”* in the Salesforce online help.
- To enable the toolkit for third-party domains, you must add the domains to the whitelist of the Salesforce console. See *“Whitelist Domains for a Salesforce Console”* in the Salesforce online help.
- When working with the Salesforce Console Integration Toolkit, we recommend that you keep in mind that it doesn't support nested iframes.

## Sample Visualforce Page Using the Salesforce Console Integration Toolkit

This example shows how to change the Salesforce console user interface using the Salesforce Console Integration Toolkit.

1. Create a Visualforce page. See the [Visualforce Developer's Guide](#).

2. Cut and paste the following sample code into your Visualforce page.

This code demonstrates various functions of the Salesforce Console Integration Toolkit:

```
<apex:page standardController="Case">

    <apex:includeScript
value="/support/console/20.0/integration.js"/>
    <script type="text/javascript">
        function openPrimaryTab() {
            sforce.console.openPrimaryTab(undefined,
                'http://www.salesforce.com', true, 'salesforce');
        }

        //The callback function that openSubtab will call once
it's got the ID for its primary tab
        var callOpenSubtab=function callOpenSubtab(result) {
            sforce.console.openSubtab(result.id,
                'http://www.yahoo.com', true, 'yahoo');
        };

        function openSubtab() {
sforce.console.getEnclosingPrimaryTabId(callOpenSubtab);
        }

        //Sets the title of the current tab to "SFDC"
        function setTitle() {
            sforce.console.setTabTitle('SFDC');
        }

        //The callback function that closeTab will call once it's
got the ID for its tab
        var callCloseTab= function callCloseTab(result) {
            sforce.console.closeTab(result.id);
        }

        function closeTab() {
            sforce.console.getEnclosingTabId(callCloseTab);
        }
    </script>


    <A HREF="#" onClick="openPrimaryTab();return false">Open A
Primary Tab</A>
```

```

    <p/><A HREF="#" onClick="openSubtab();return false">Open A
Subtab</A>
    <p/><A HREF="#" onClick="setTitle();return false">Set Title
to SFDC</A>
    <p/><A HREF="#" onClick="closeTab();return false">Close This
Tab</A>

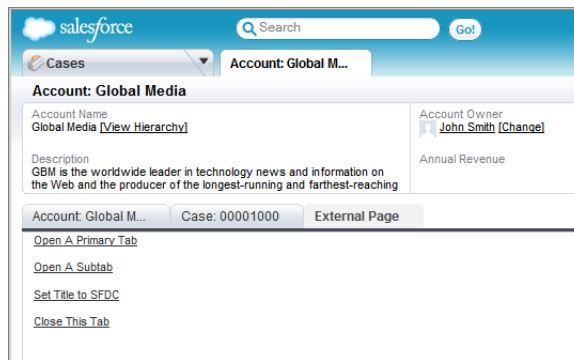
</apex:page>

```

 **Note:** This example is set to run by clicking a custom link on a case. For more information, see “Defining Custom Buttons and Links” in the Salesforce online help.

After you create the above Visualforce page and add it as a custom link on cases, this page displays after you navigate to a case and click the link:

### Output of Sample Visualforce Page



## Methods

Use these methods to customize your Salesforce Console experience.

This guide provides an overview of the methods available with the Salesforce Console Integration Toolkit. See the [Salesforce Console Integration Toolkit Developer's Guide](#) for more information on the calls and responses.

Methods are available for the following elements:

- Primary Tabs and subtabs
- Computer-Telephony Integration (CTI)
- Application-Level Custom Console Components

- Push Notifications
- Live Agent

## Methods for Primary Tabs and Subtabs

A Salesforce console displays Salesforce pages as primary tabs or subtabs. A primary tab displays the main item to work on, such as an account. A subtab displays related items, such as an account's contacts or opportunities.

## Methods for Computer-Telephony Integration (CTI)

Salesforce Call Center seamlessly integrates Salesforce with Computer-Telephony Integration systems. Whether developers create a CTI system with Open CTI or the CTI Toolkit, console users access telephony features through a SoftPhone, which is a call-control tool that appears in the footer of a console. For more information, see "Salesforce Open CTI Overview" and "Call Center Overview" in the Salesforce Help.

## Methods for Application-Level Custom Console Components

Custom console components let you customize, extend, or integrate the footer, sidebars, highlights panels, and interaction logs of a Salesforce console using Visualforce, canvas apps, lookup fields, or related lists. Administrators can add components to either:

- Page layouts to display content on specific pages
- Salesforce console apps to display content across all pages and tabs

For more information, see "Console Components" in the Salesforce Help.

## Methods for Push Notifications

Push notifications are visual indicators on lists and detail pages in a console that show when a record or field has changed during a user's session. For example, if two support agents are working on the same case, and one agent changes the `Priority`, a push notification appears to the other agent so he or she spots the change and doesn't duplicate the effort.

When administrators set up a Salesforce console, they choose when push notifications display, and which objects and fields trigger push notifications. Developers can use push notification methods to customize push notifications beyond the default visual indicators supplied by Salesforce. For example, developers can use the methods below to create personalized notifications about objects accessible to specific console



users, thereby eliminating the need for email notifications. For more information, see “Configure Push Notifications for a Salesforce Console” in the Salesforce Help.

Consider the following when using push notification methods:

- Push notification listener response is only available for the objects and fields selected to trigger push notifications for a console.
- When a Visualforce page includes a listener added by the `addPushNotificationListener()` method, the page receives notifications. The listener receives notifications when there is an update by any user to the objects selected for triggering console push notifications and the current user has access to the modified record. This functionality is slightly different from push notifications set up in the Salesforce user interface in that:
  - Listeners receive update notifications for changes made by all users.
  - Listeners receive notifications when an object’s fields are updated or created, even if those fields aren’t selected to trigger push notifications; and the notifications don’t include details about what changed. For example, if `Status` on the Case object is set to trigger a push notification, but `Priority` on the Case object changes, a listener receives a notification that the case changed without specifying details.
  - Listeners don’t obey the `Choose How Lists Refresh` and `Choose How Detail Pages Refresh` push notifications settings in a Salesforce console.
  - The only way to stop receiving notifications is to remove listeners using the `removePushNotificationListener()` method.

## Methods for Live Agent

Live Agent lets you connect with customers or website visitors in real time through Web-based chat. For more information, see “Add Live Agent to the Salesforce Console” in the Salesforce Help.

## Resources

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Search on the Salesforce Developer’s Network at <http://developer.salesforce.com/docs> for the following resources on Salesforce Console Integration Toolkit.

- Salesforce Console Integration Toolkit Developer’s Guide
- “Salesforce Console” in the Salesforce Help



## CHAPTER 27 Open CTI

Open CTI helps advanced administrators and developers build and integrate third-party computer-telephony integration (CTI) systems with Salesforce so that Salesforce users can use a SoftPhone without installing CTI adapters on their machines.

Salesforce CRM Call Center seamlessly integrates Salesforce with third-party computer-telephony integration (CTI) systems. Before the introduction of Open CTI, Salesforce users could only use the features of a CTI system after they installed a CTI adapter program on their machines. Yet such programs often included desktop software that required maintenance and didn't offer the benefits of cloud architecture. Open CTI lets developers:

- Build CTI systems that integrate with Salesforce without the use of CTI adapters.
- Create customizable SoftPhones (call-control tools) that function as fully integrated parts of Salesforce and the Salesforce console.
- Provide users with CTI systems that are browser and platform agnostic, for example, CTI for Microsoft® Internet Explorer®, Mozilla® Firefox®, Apple® Safari®, or Google Chrome™ on Mac, Linux, or Windows machines.

Open CTI is a browser-based JavaScript API. It uses browsers as clients to display SoftPhones. It matches the API version for any given release. For example, if the current version of SOAP API is 28.0, then there's also a version 28.0 of Open CTI.

This guide provides a high-level overview on how to use Open CTI and the available API methods. For more information, see the [Open CTI Developer's Guide](#).

### Supported Browsers

---

Open CTI supports the following minimum browser requirements:

- Mozilla® Firefox® 3.6
- Google Chrome™ 7
- Microsoft® Internet Explorer® 8
- Apple® Safari® 4

## Supported Salesforce Editions

---

Open CTI is available with these Salesforce Editions:

- Developer Edition
- Professional Edition
- Enterprise Edition
- Unlimited Edition
- Performance Edition

If you're an existing Salesforce customer and want to upgrade to any of these editions, contact your account representative.

## Quick Start

---

Get started with the Open CTI by first connecting to Open CTI using JavaScript.

Follow these steps to get started.

1. Connect to the toolkit.
2. Make asynchronous calls with Open CTI.
3. Use Force.com Canvas to integrate the Salesforce Console with external applications that require authentication methods.

Use the Open CTI to do the following in Salesforce:

- Set the height or width of a SoftPhone
- Enable or disable click-to-dial
- Return a call center definition file's settings
- Determine if a user is in the Salesforce console
- Show or hide a SoftPhone in the Salesforce console
- Return information about a page
- Execute an Apex method from an Apex class that's exposed in Salesforce
- Save or update an object in Salesforce
- Search keywords in Salesforce and screen pop any matching records as defined in a SoftPhone layout

## Connecting to Open CTI

The first portion of any JavaScript code that uses the Open CTI must make the toolkit available to the JavaScript code. The syntax for this is different depending on whether you are embedding JavaScript in a Visualforce page, or a third-party domain.

- For Visualforce pages or any source other than a custom `onclick` JavaScript button, specify a `<script>` tag that points to the Open CTI file:

```
<apex:page>
    <script src="/support/api/34.0/interaction.js"
    type="text/javascript"></script>
    ...
</apex:page>
```

For Visualforce, a relative path is sufficient to include `interaction.js`, and is recommended.

- For a third-party domain:

```
<script
src="https://c.na1.visual.force.com/support/api/34.0/interaction.js"
type="text/javascript"></script>
```

For third-party domains, it is necessary to specify an absolute URL to `interaction.js` to use the toolkit. The default instance at which you can access the toolkit library is:

`https://c.na1.visual.force.com/support/api/34.0/interaction.js`.

We recommend that you use the default instance when the organization's instance cannot be determined.

The version of Open CTI is in the URL.

## Asynchronous Calls with Open CTI

Open CTI lets you issue asynchronous calls. Asynchronous calls allow the client-side process to continue instead of waiting for a callback from the server. To issue an asynchronous call, you must include an additional parameter with the API call, referred to as a callback function. Once the result is ready, the server invokes the callback method with the result.

Asynchronous syntax:

```
method('arg1', 'arg2', ..., callback_method);
```

For example:

```
//Set SoftPhone height  
sforce.interaction.cti.setSoftphoneHeight(300, callback);
```



**Note:** The call result depends on the execution context. For example, calling `setSoftphoneWidth()` in the standard Salesforce application has no effect, but calling `setSoftphoneWidth()` in the Salesforce console resizes the width of the SoftPhone.

## Working with Force.com Canvas

To integrate Open CTI with external applications that require authentication methods, such as signed requests or OAuth 2.0 protocols, Salesforce recommends you use Force.com Canvas.

Force.com Canvas and Open CTI are similar—they're a set of tools and JavaScript APIs that developers can use to add third-party systems to Salesforce. However, one of the benefits of Force.com Canvas, is the ability to choose authentication methods. For more information, see the [Force.com Canvas Developer's Guide](#).



**Note:** For a canvas app to appear in a Salesforce console, you must add it to the console as a custom console component. See [Add Console Components to Apps](#).

When developing a canvas app, and you want to include functionality from Open CTI, do the following:

1. Include the Open CTI API in `index.jsp`.
2. Call `Sfdc.canvas.client.signedrequest()` to store the signed request needed by the console integration toolkit API. For example, if the Force.com Canvas method of authentication is a signed request, do the following:

```
Sfdc.canvas.client.signedrequest('<%=signedRequest%>')
```

If the Force.com Canvas method of authentication is OAuth, do the following in the callback function used to get the context as shown in “Getting Context in Your Canvas App” in the *Force.com Canvas Developer's Guide*:

```
Sfdc.canvas.client.signedrequest(msg)
```

Consider the following when working with Open CTI and canvas apps:

- The Open CTI API script depends on the signed request and should be added after the call to `Sfdc.canvas.client.signedrequest()` has executed. We recommend that you load the scripts dynamically.

- To retrieve the entity ID of the record that is associated with the canvas sidebar component, do the following:

```
// Get signedRequest
var signedRequest = Sfdc.canvas.client.signedrequest();
var parsedRequest = JSON.parse(signedRequest);
// get the entity Id that is associated with this canvas sidebar
component.
var entityId = parsedRequest.context.environment.parameters.entityId;
```

- To retrieve the `entityId` for OAuth, do the following:

```
var entityId = msg.payload.environment.parameters.entityId;
```

To see an example on how to retrieve `msg.payload`, see “Getting Context in Your Canvas App” in the *Force.com Canvas Developer’s Guide*.

## Best Practices

- Since many of the methods in Open CTI are asynchronous and return their results using a callback method, Salesforce recommends that you refer to the documentation for each method to understand the information for each response.
- Errors generated by Open CTI are typically emitted in a way that doesn't halt JavaScript processing. Therefore, Salesforce recommends you use a tool such as [Firebug for Firefox](#) to monitor the JavaScript console and to help you debug your code.
- For information on customizing, extending, or integrating the sidebars of the Salesforce console using Visualforce, see “Console Components” in the Salesforce online help.

## Call Center Definition Files

A call center definition file specifies a set of fields and values that are used to define a call center in Salesforce for a particular SoftPhone. Salesforce uses call center definition files in order to support the integration of Salesforce CRM Call Center with multiple CTI system vendors.

A call center in Salesforce CRM Call Center must have a call center definition file that works specifically with a SoftPhone. If you build a custom SoftPhone with Open CTI, you must write a call center definition file to support it. The first instance of a call center for a particular SoftPhone must be defined by importing the adapter's call center definition file into Salesforce. Subsequent call centers can be created by cloning the original call center that was created with the import.

If your organization modifies a SoftPhone or builds a new one, you must customize the SoftPhone’s call center definition file so that it includes any additional call center information that is required. For example, if you are building a SoftPhone for a system that supports a backup server, your call center definition file should include fields for the backup server’s IP address and port number. SoftPhones for systems that do not make use of a backup server do not need those fields in their associated call center definition files.

Use a text or XML editor to define a call center definition file according to the guidelines in the following topics.

 **Note:** For more information on setting up Salesforce CRM Call Center or importing and cloning call definition files, see “Setting Up Salesforce CRM Call Center” and “Creating a Call Center” in the Salesforce online help.

## Call Center Definition File XML Format

A call center definition file consists of three XML elements: `callCenter`, `section`, and `item`. The following list provides details about the properties and attributes of each element:

### **callCenter**

This element represents a definition for a single call center phone system. At least one `<callCenter>` element must be included in every call center definition file. A `<callCenter>` element consists of one or more `<section>` elements.

### **section**

This element represents a grouping of related data fields, such as server information or dialing prefixes. When a call center is edited in Salesforce, fields are organized by the section to which they are assigned. A `<section>` element belongs to a single `<callCenter>` element, and consists of one or more `<item>` elements.

### **Attributes:**

Name	Type	Required?	Description
sortOrder	Positive Integer	Required	<p>The order in which the section should appear when the call center is edited in Salesforce. For example, a section with <code>sortOrder="1"</code> comes just before a section with <code>sortOrder="2"</code>.</p> <p>The values for <code>sortOrder</code> must be non-negative integers, and no numbers can be skipped within a single call center definition. For example, if there are three section elements in a call center definition file, one <code>&lt;section&gt;</code> element must have</p>



Name	Type	Required?	Description
			sortOrder="0", one <code>&lt;section&gt;</code> element must have sortOrder="1", and one <code>&lt;section&gt;</code> element must have sortOrder="2".
name	String	Required	<p>The internal name of the section as defined in the Salesforce database. You can use this value to refer to the section when writing custom adapter or SoftPhone code.</p> <p>Names must be composed of only alphanumeric characters with no white space or other punctuation. They are limited to 40 characters each.</p> <p>Names beginning with <code>req</code> are reserved for required Salesforce sections only (see “Required Call Center Elements and Attributes” in the Salesforce Help). Other reserved words that cannot be used for the <code>name</code> attribute include <code>label</code>, <code>sortOrder</code>, <code>internalNameLabel</code>, and <code>displayNameLabel</code>.</p>
label	String	Optional	The name of the section when viewed in Salesforce. Labels can be composed of any string of UTF-8 characters. They are limited to 1000 characters each.

### item

This element represents a single field in a call center definition, such as the IP address of a primary server or the dialing prefix for international calls. When call centers are edited in Salesforce, each `<item>` element is listed under the section to which it belongs. You can have multiple `<item>` elements in a `<section>` element.

#### Attributes:

Name	Type	Required?	Description
sortOrder	Positive Integer	Required	The order in which the item should appear when the call center is edited in Salesforce. For example,

Name	Type	Required?	Description
			<p>an item with <code>sortOrder="1"</code> comes just before an item with <code>sortOrder="2"</code>.</p> <p>The values for <code>sortOrder</code> must be non-negative integers, and no numbers can be skipped within a single call center definition. For example, if there are three item elements in a call center definition file, one <code>&lt;item&gt;</code> element must have <code>sortOrder="0"</code>, one <code>&lt;item&gt;</code> element must have <code>sortOrder="1"</code>, and one <code>&lt;item&gt;</code> element must have <code>sortOrder="2"</code>.</p>
name	String	Required	<p>The internal name of the item as defined in the Salesforce database. You can use this value to refer to the item when writing custom adapter or SoftPhone code.</p> <p>Names must be composed of only alphanumeric characters with no white space or other punctuation. They are limited to 40 characters each.</p> <p>Names beginning with <code>req</code> are reserved for required Salesforce sections only (see “Required Call Center Elements and Attributes” in the Salesforce Help). Other reserved words that cannot be used for the <code>name</code> attribute include <code>label</code>, <code>sortOrder</code>, <code>internalNameLabel</code>, and <code>displayNameLabel</code>.</p>
label	String	Optional	<p>The name of the item when viewed in Salesforce. Labels can be composed of any string of UTF-8 characters. They are limited to 1,000 characters each.</p>

## Required Call Center Elements and Attributes

There must be one `<section>` that includes `<item>` elements with the following names in every call definition file:

<item> Name	Description
<code>reqInternalName</code>	Represents the unique identifier for the call center in the database. It must have a <code>sortOrder</code> value of 0, and its value must be specified in the call center definition. A value for <code>reqInternalName</code> must be composed of no more than 40 alphanumeric characters with no white space or other punctuation. It must start with an alphabetic character and must be unique from the <code>reqInternalName</code> of all other call centers defined in your organization.
<code>reqDisplayName</code>	Represents the name of the call center as displayed in Salesforce. It must have a <code>sortOrder</code> value of 1. A value for <code>reqDisplayName</code> has a maximum length of 1,000 UTF-8 characters.
<code>reqAdapterUrl</code>	Represents the location of where the CTI adapter or SoftPhone is hosted. For example, <code>http://localhost:11000</code> . Note that relative URLs are allowed for Visualforce pages, for example, <code>/apex/softphone</code> . Also, if you add Force.com Canvas applications to Open CTI, those apps can trump <code>reqAdapterUrl</code> when specified.
<code>reqUseApi</code>	Represents that the call center is using Open CTI ( <code>true</code> ) or not ( <code>false</code> ).
<code>reqSoftphoneHeight</code>	Represents the height of the SoftPhone in pixels as displayed in Salesforce.
<code>reqSoftphoneWidth</code>	Represents the width of the SoftPhone in pixels as displayed in Salesforce.
<code>reqCanvasNamespace</code>	Represents the namespace associated with any Force.com Canvas applications added to your call center. Required if you add canvas apps to Open CTI.
<code>reqCanvasApiName</code>	Represents the API name associated with any Force.com Canvas applications added to your call center. Required if you add canvas apps to Open CTI.

You can add additional `<item>` elements to this section if needed.

## Optional Call Center Elements and Attributes

In addition to the required elements for a call definition file, you can add optional elements to configure a SoftPhone.

<code>&lt;item&gt;</code> Name	Description
<code>reqStandbyUrl</code>	Represents the location that hosts the secondary SoftPhone. The standby SoftPhone is used after the timeout period for the primary SoftPhone has elapsed and the <code>notifyInitializationComplete()</code> method hasn't been called within the required timeout period. When you specify a standby URL, you must also specify the <code>reqTimeout</code> field.
<code>reqTimeout</code>	Represents the time in milliseconds after which the standby URL is used to host the SoftPhone. Before the timeout period has elapsed, the SoftPhone displays a loading icon indicating that the SoftPhone is initializing. When you specify a required timeout, you must also specify the <code>reqStandbyUrl</code> field.
<code>reqSoftphoneWidth</code>	Represents the width of the SoftPhone in pixels as displayed in Salesforce.

## Sample Call Center Definition File

The following XML code makes up a sample call center definition file:

```
<!--
    All sections and items whose name value begins with "req" are
    required in a valid call center definition file. The sortOrder
    and label attributes can be changed for all required sections
    and items except reqGeneralInfo, reqInternalName, and
    reqDisplayName, in which only the label attribute can be altered.

    Note that the value for the reqInternalName item is limited to
    40 alphanumeric characters and must start with an alphabetic
    character. reqInternalName must be unique for all call centers
    that you define.
-->
<callCenter>
  <section sortOrder="0" name="reqGeneralInfo" label="General
Information">
    <item sortOrder="0" name="reqInternalName"
label="InternalNameAAA">DemoAdapter</item>
    <item sortOrder="1" name="reqDisplayName" label="Display Name">Demo
Call Center Adapter</item>
```

```

    <item sortOrder="2" name="reqAdapterUrl" label="CTI Adapter
URL">https://c.force.com/softphone</item>
    <item sortOrder="3" name="reqUseApi" label="Use CTI API">true</item>

    <item sortOrder="4" name="reqSoftphoneHeight" label="Softphone
Height">300</item>
    <item sortOrder="5" name="reqSoftphoneWidth" label="Softphone
Width">500</item>
    <item sortOrder="6" name="reqCanvasNamespace" label="Canvas
Namespace">mm</item>
    <item sortOrder="7" name="reqCanvasApiName" label="Canvas API
Name">Hello_World</item>
  </section>
  <section sortOrder="1" name="reqDialingOptions" label="Dialing
Options">
    <item sortOrder="0" name="reqOutsidePrefix" label="Outside
Prefix">9</item>
    <item sortOrder="1" name="reqLongDistPrefix" label="Long Distance
Prefix">1</item>
    <item sortOrder="2" name="reqInternationalPrefix"
label="International Prefix">01</item>
  </section>
</callCenter>

```

## Methods

---

Use these methods to customize your CTI experience in Salesforce.

This guide provides an overview of the methods available with Open CTI. See the [Open CTI Developer's Guide](#) for more information on the calls and responses.

Methods are available for:

- Salesforce Application Interaction
- Computer-Telephony Integration (CTI)

## Methods for Salesforce Application Interaction

Open CTI lets your CTI system interact with the Salesforce application.

You can use the following methods to set interactions between a CTI system and Salesforce, or between elements on a Case Feed page:

**CTI Methods**

Method	Description
<code>getPageInfo()</code>	Returns information about the current page as a JSON string.
<code>isInConsole()</code>	Indicates if the SoftPhone is in the Salesforce console. For more information, see “Salesforce Console” in the Salesforce online help.
<code>isVisible()</code>	Returns <code>true</code> if the SoftPhone is visible or <code>false</code> if the SoftPhone is hidden.
<code>notifyInitializationComplete()</code>	Notifies Salesforce that the SoftPhone initialization is complete and that Salesforce should not switch to a standby URL. While the SoftPhone initializes, a loading icon displays in the SoftPhone area.
<code>onFocus()</code>	Registers a function to call when the browser focus changes. In the Salesforce console, the browser focus changes when a user navigates between primary tabs or the navigation tab.
<code>refreshPage()</code>	Returns <code>true</code> if page refresh is invoked, <code>false</code> otherwise. When this method is called within the Salesforce console, it refreshes the current active tab.
<code>refreshRelatedList()</code>	Returns <code>true</code> if the related list with the given <code>listName</code> is refreshed, <code>false</code> otherwise. When this method is called within the Salesforce console, only the related list with the given list name in the currently focused view will be refreshed.
<code>runApex()</code>	Executes an Apex method from an Apex class that’s exposed in Salesforce.
<code>saveLog()</code>	Saves or updates an object in Salesforce.
<code>screenPop()</code>	Pops to a target URL, which must be relative.
<code>searchAndGetScreenPopUrl()</code>	Searches objects specified in the SoftPhone layout for a given string. Returns search results and the relative URL to be screen popped. Note that this method does not perform an actual screen pop. This method respects screen pop settings defined in the SoftPhone layout. For more information, see “Designing a Custom SoftPhone Layout” in the Salesforce online help.
<code>searchAndScreenPop()</code>	Searches objects specified in the SoftPhone layout for a given string. Returns search results and screen pops any matching records. This

**CTI Methods**

	method respects screen pop settings defined in the SoftPhone layout.
<code>setVisible()</code>	Shows or hides the SoftPhone in the Salesforce console. For more information, see “Salesforce Console” in the Salesforce online help.

**Case Feed Methods**

<code>onObjectUpdate()</code>	Registers a function to call when case fields, the case feed, or case-related list data has changed on a Case Feed page.
<code>refreshObject()</code>	Notifies the Case Feed page that case fields, the case feed, or case-related list data has changed, and forces an update of these on the page.

## Methods for Computer-Telephony Integration (CTI)

Open CTI lets you integrate your CTI system with Salesforce. For more information about CTI, see “Call Center Overview” in the Salesforce online help.

Use the following methods to integrate a CTI system with Salesforce:

Method	Description
<code>disableClickToDial()</code>	Disables click-to-dial.
<code>enableClickToDial()</code>	Enables click-to-dial.
<code>getCallCenterSettings()</code>	Returns the call center settings in the call center definition file as a JSON string.
<code>getDirectoryNumbers()</code>	Returns the list of phone numbers from the call center’s directory.
<code>getSoftphoneLayout()</code>	Returns the SoftPhone layout as a JSON string. For more information on SoftPhone layouts, see “Designing a Custom SoftPhone Layout” in the Salesforce online help.
<code>onClickToDial()</code>	Registers a function to call when a user clicks an enabled phone number.
<code>setSoftphoneHeight()</code>	Sets the SoftPhone height in pixels.

Method	Description
<code>setSoftphoneWidth()</code>	Sets the SoftPhone width in pixels for the Salesforce console. For more information, see “Salesforce Console” in the Salesforce online help.

## Resources

---

Search on the Salesforce Developer’s Network at <http://developer.salesforce.com/docs> for the following resources on Open CTI.

- Open CTI Developer’s Guide
- “Salesforce Open CTI Overview” in the Salesforce Help
- “SoftPhone Overview” in the Salesforce Help
- “Call Center Overview” in the Salesforce Help



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