



1. SAP updates up to 200 Work Orders
2. Salesforce sends notifications to Pushwoosh up to 200 X contacts X devices
3. Pushwoosh sends notifications to Google and Apple Notification Servers
4. Notification Servers send to mobile devices
5. Delivery and opening statistics are being sent back to Pushwoosh

# Why Pushwoosh?

## Salesforce

[https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_gov\\_limits.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_gov_limits.htm)

Max # of push notification method calls per transaction: 10

Max # of push notifications in each push notification method call: 2000

=> We need 2 method calls per notification (1 for Android and 1 for Apple)

Means that we can send 5 notifications to max. 2000 devices

Given that we can have up to 200 Work Order updates (and by consequence 200 notifications) 5 is not enough

Notification handling must be done manually in the apps, both for Android and iOS (icons, delivery statistics)

## Pushwoosh

Receives notifications in JSON format through web service call.

Limitation is only on the size of callout from Salesforce (3MB), which will never be reached.

Notification handling is done by Pushwoosh.

Unlimited amount of messages to up to 1M devices

Cost \$49 / month

<https://www.pushwoosh.com/pricing/#accounts>