Enterprise information System Lab

*Term: Summer 2015*



**Members:**

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**Project title:**

Semantic RDF-to-salesforce extension

**Mentor:**

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**CHAPTER 1:   
Requirement Gathering and Analysis**

**Introduction:**

Salesforce.com is a billionaire cloud computing company. It provides a CRM to business companies to have an interface for case management and task management, and a system for automatically routing and escalating important events. The Salesforce customer portal provides customers the ability to track their own cases, includes a social networking plug-in that enables the user to join the conversation about their company on social networking websites, provides analytical tools and other services including email, chat, Google search, and access to customers' entitlement and contracts. Since salesforce is used widely in America and recently it is gathering its grounds in Germany. Many of the companies would want to share information between the different salesforce accounts. For as such now there is no mechanism to share the information between companies through salesforce. Out project is a step towards creating such relation that companies can import and export data out of salesforce in click of a mouse rather than doing it manually through emails or data entry.

For such a software we are focusing on RDF, which is the standard used in web technologies for sharing information even the underlying structure is different.

**Clear Statement of the Problem:**

Information in the business world is growing day by day and it’s very hard to share information to any other company in a smooth way. Companies using salesforce portal do not have any mechanism to shares information between the other companies. We would like to solve such problem by creating a salesforce extension that will extract data out of salesforce portal and import it back using restful API.

**PROJECT SCOPE**

This project develops an extension which companies can use in there software to share information amongst them. This project will provide a mechanism to share information across companies using RDF. The scope currently defined by out mentor is to create small set of vocabulary and validate the result on it. Creating vocabulary based on schema of sales force is out of scope of this project. This application will only test few vocabulary use cases with sales force and results be validated.

**Specific Requirements:**

The Main Features of this project are as follows:

**Requirements for our extension**

**Administrator:**

Interface will provide the following features:

1. Import data from salesforce based on Vocabulary
2. Export data to salesforce portal

**NON-FUNCTIONAL REQUIREMENTS:**

**User Friendly:** System will have a user friendly API written in Java language and easy to use functionality.

**Language Support:** Created API will be compatible with java language

**Hardware Compatibility:** System should easily acceptable on Personal Computer.

**Security:** Licensing will be required to use the API.

**Specific Requirements from our Mentor:**

1. Should be in JAVA language.
2. No frontend development required.
3. XML to RDF tools can be used.
4. Data should be in RDF format.
5. Vocabulary can be small set of Salesforce and not whole structure

**Technology Analysis**

We will be using RDF based vocabulary and Rest API provided by salesforce to complete this project. It is widely known that RDF is the standard that is being used in the web information exchange and Rest API architecture makes this project east to create. We will use java language as its support both RDF and Rest API.

**PROJECT COST:** The project cost depends on salesforce account available. A developer account is available which reduces the project cost to minimum.

**Costing Detail:**

**Software Cost based on four factors, which are as follows:**

1. **Software cost**
2. **Hardware cost**
3. **Software cost**

* Internet Connection Cost (Rs.20 euro \*4 months)
* Electricity Cost 20 euro
* Printing and Documentations 20 euro

1. **Hardware cost**

* None

**Total: 100 euros**