**Salesforce Service Cloud**

Salesforce Service Cloud is a customer relationship management (CRM) platform for customer service and support.

This document explains the steps needed to create a Salesforce Developer Account to enable API. Following parameters are needed to configure Salesforce service cloud data connector -

* SaleforceUser
* SalesforcePass
* SalesforceConsumerKey
* SalesforceConsumerSecret
* SalesforceTokenUri - **https://login.salesforce.com/services/oauth2/token**
* SalesforceSecurityToken

This document provides steps to collect each parameter.

**Setup salesforce developer account**

1. Go to the signup page. <https://developer.salesforce.com/signup>
2. Fill in all the details. Note down the username (**SalesforceUser**). It will be of form ([name@yourcompany.com](mailto:name@yourcompany.com))
3. Check your email to verify the account. In the email there’ll be a unique url for login.

Graphical user interface, application

Description automatically generated

1. Complete the signup by providing the password. Note down the password (**SalesforcePass**).

**Confirm that you have “API Enabled” Permission**

1. Go to Setup. Enter Users in the Quick Find box. Select Users tab.
2. You’ll see list of all users. Check your Profile. Click on it.

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1. In the profile page, under “Administrative Permissions”, **API Enabled** check box should be marked.

Graphical user interface, text, application, email

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**Create a Connected App**

1. Log in to Salesforce Cloud
2. In the drop-down list of the account (in the upper-right corner), select **Setup**.
3. In the left-hand pane, go to **App Setup > Create >Apps**.
4. In the **Connected Apps pane**, click the New button.
5. On the **New Connected App** page, fill the following required fields under **Basic Information**:

* Connected App Name. For example, Sentinel Integration.
* API name. For example, UCMDB Integration.
* Contact Email.

1. Go to **API (Enable OAuth Settings)** and select **Enable OAuth Settings**.
2. In the **Callback URL** field, enter <https://login.salesforce.com/> or <https://localhost> If you don’t have callback url configured.
3. In the **Selected OAuth Scopes** field, select **Access and manage your data (api)**, and then click **Add**.
4. Click the **Save** button to save the new Connected App.
5. In the **Connected Apps** list, find the App that you just created, and then click **Manage**.
6. On the page that opens, click the **Edit** button.
7. Under **OAuth policies**, select **All users may self-authorize** in the **Permitted Users** list, and then click the **Save** button.

**Get the Consumer Key and Consumer Secret of the connected app that you created**

1. From Setup, enter App Manager in the Quick Find box, and then select **App Manager**.
2. Click the dropdown menu for the connected app that you created and select **View**.
3. If the values for the Consumer Key and Consumer Secret fields are hidden, **Click to reveal**.
4. Copy the Consumer Key (**SalesforceConsumerKey**) and Consumer Secret (**SalesforceConsumerSecret**) values and save them for later use in this quick start.

**Generate a Security Token**

1. Log in to your Salesforce account.
2. Click the profile avatar and choose Settings.
3. Select My Personal Information → Reset My Security Token.
4. Check your email for the security token (**SalesforceSecurityToken**).

**Additional Note**

If you don’t want to use security token in API request, **change "IP Restrictions" to "Relax IP restrictions" setting for your Connected App. Although it’s not recommended.**