SuiteSocial-Yammer Integration

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NETSUITE

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Chapter 1 SuiteSocial-Yammer Integration

You can integrate SuiteSocial with third-party social networking applications such as Yammer for enhanced social collaboration. The SuiteApp lets users post the following information from SuiteSocial to the Yammer enterprise social networking service:

Important: The current version of the SuiteApp only works with Yammer subscriptions that were purchased independently. Yammer subscriptions that are bundled with Office365 or other Microsoft products are not supported.

- Status changes
- On-create record changes
- Tracked-field record changes
- Default record subscription posts
- Related record subscription posts
- Saved search subscription posts
- Scheduled posts
- Workflow posts

Note: Direct messages, personal posts by users, and status change comments are not posted in Yammer.

After integrating SuiteSocial with Yammer, posts automatically generated by SuiteSocial are posted on the Yammer Activity Stream. For more information about the types of SuiteSocial news feed posts, see the SuiteSocial Guide.

To set up and configure SuiteSocial to post news feeds on the Yammer Activity Stream, complete the following procedures:

- Checking for Integration Prerequisites
- Installing the SuiteSocial-Yammer Integration SuiteApp
- Setting SuiteSocial-Yammer Integration

Checking for Integration Prerequisites

Important: The current version of the SuiteApp only works with Yammer subscriptions that were purchased independently. Yammer subscriptions that are bundled with Office365 or other Microsoft products are not supported.

Make sure that you have installed and configured the SuiteSocial SuiteApp before setting up SuiteSocial and Yammer integration. For more information about setting up SuiteSocial, see the SuiteSocial Guide.

You also need an active license of the Yammer Business or Enterprise version if you plan to integrate SuiteSocial posts with the Yammer social networking service. For more information, see the Yammer documentation.

Installing the SuiteSocial-Yammer Integration SuiteApp

Important: Before installing the SuiteSocial-Yammer Integration SuiteApp, make sure that you have installed the SuiteSocial SuiteApp. For more information, see the SuiteSocial Guide.

To install the SuiteSocial Yammer Integration SuiteApp, you can go to Customization > SuiteBundler > Search & Install Bundles. Use the following information to search for the SuiteApp:

Bundle Name: SuiteSocial Yammer Integration Bundle

Bundle ID: 18598

Location: Repository

Availability: Public

The SuiteSocial Yammer Integration SuiteApp is a managed bundle and is automatically updated whenever there are improvements or new features added. These defect fixes and enhancements are available after the SuiteApp is updated in your account.

Important: After installing the SuiteApp, log out of your account, and then log back in to start using SuiteSocial.

Setting SuiteSocial-Yammer Integration

After installing the SuiteSocial Yammer Integration SuiteApp, you need to configure the SuiteSocial Yammer integration settings. These settings lets you integrate SuiteSocial posts with the Yammer Activity Stream, and redirects you to the right user profile when you click a Yammer user link.

You must have an existing Yammer account to integrate with NetSuite. You can set up two types of accounts for integration with Yammer:

- **Global Yammer Account** — Administrators can set up a global Yammer account for all users in the NetSuite account. The users' activity on SuiteSocial will appear on the Yammer activity feed as the Yammer user that the administrator set for the entire account.

- **Personal Yammer Account** — Users can link their own Yammer account to NetSuite. This will override the Yammer user that the administrator set for the entire account. Your

activity on SuiteSocial will be posted to Yammer using the account credentials you have set.

Note: Make sure that you have created a Yammer account with the email address used to log in to NetSuite.

Setting Up a Global Yammer Account:

1. Go to Setup > Customization > Yammer Integration Setup.

2. In the SuiteSocial-Yammer Integration Setup form, provide values for the following fields:

    -   **Yammer Network Permalink** (mandatory) — Enter the Yammer network of the account that you want to integrate with NetSuite.

    -   **Enable Integration in Sandbox Account** — Check this option to enable integration in your sandbox account.

    -   **Yammer System User Email** (mandatory) — Enter the email address that you use with Yammer. For example, asmith@netsuite.com.

    -   **Yammer System Authentication Token** (mandatory) — Enter the generated access token used to integrate with Yammer.

3. You can also set the fields using the link provided to retrieve the Yammer authentication token:

    a. On the Yammer System User Information section, click the link to retrieve the authentication token.

        If you are not logged in to your Yammer account, the popup window displays the Yammer login screen. Enter your Yammer account credentials to log in.

    b. The popup will display a page to confirm if you want to connect NetSuite to Yammer. Click **Allow**.

        The page displays the default Yammer settings for the mandatory fields.

    c. Copy the values on the popup window, and then paste them to the appropriate fields.

4. Click **Submit** to save the settings.

    Important: Make sure that you log out of your account after setting the SuiteSocial-Yammer integration preferences. You can log back in to your account to start the SuiteSocial-Yammer integration.

Setting Up a Personal Yammer Account:

1. Go to your SuiteSocial news feed (SuiteSocial > SuiteSocial News Feed > View).

2. On your news feed page, click the Edit Profile icon on the upper right corner.

3.   Provide values for the following fields:

  - **Integrate Posts with Yammer Account** — Check if you want to post your activity on Yammer. This preference is enabled by default.

  - **Yammer Authentication Token** — Click the link above the field to retrieve the token.

    1.   If you are not logged in to your Yammer account, a popup window displays the Yammer login screen. Enter your Yammer account credentials to log in.

    2.   The popup will display a page to confirm if you want to connect NetSuite to Yammer. Click **Allow**.

         The page displays the Yammer system user token.

    3.   Copy the authentication token, and paste it to the **Yammer System Authentication Token** field.

4.   Click **Save**.

After setting up the SuiteSocial-Yammer integration preferences, you can start seeing auto-generated SuiteSocial posts in your Yammer Activity Stream if you have a Yammer login under the same e-mail address of your NetSuite account.