

Salesforce Service Cloud Events

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SAP Cloud Platform Open Connectors currently supports events via **polling** or **webhooks** depending on the endpoint.

- **Polling** is a mechanism where SAP Cloud Platform Open Connectors executes the configured query every `n` minutes and captures the changed information.
- **Webhooks** are when the provider lets SAP Cloud Platform Open Connectors know what information has changed. Note that additional endpoint setup may be required prior to creating your connector instance.

Note: SAP Cloud Platform Open Connectors normalizes only the `objectId`, `objectType`, and `eventType` event data. Event data also contains raw data, which the provider returns. The raw data varies based on the endpoint.

If you would like to see more information on our Events framework, please see [Events Overview](#).

SAP Cloud Platform Open Connectors supports webhook events for Salesforce.

Webhooks

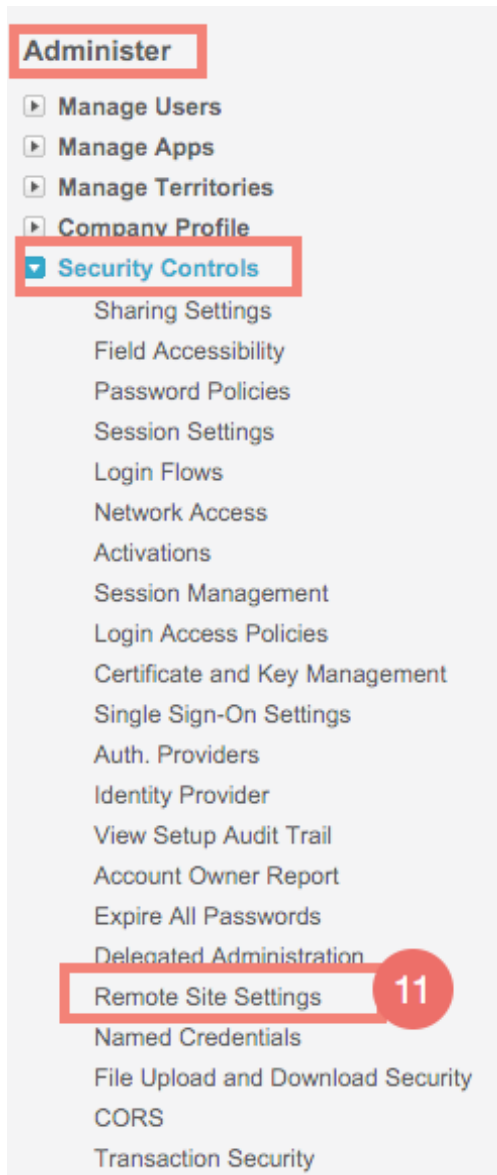
When implementing webhooks for Salesforce, SAP Cloud Platform Open Connectors creates APEX classes and triggers in order to send webhooks. This can only be done in a Salesforce sandbox account. If you want to support webhooks in a production Salesforce account, you'll have to make some modifications and migrate those classes to production according to the Salesforce specification. View more information regarding the [Salesforce specification](#).

Follow these steps to setup your Salesforce application with the endpoint.

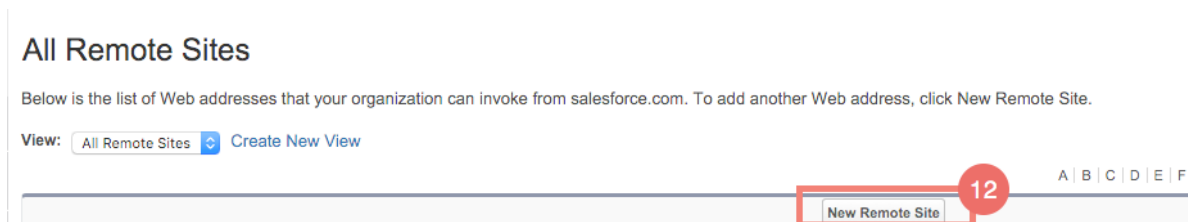
In order to create a Salesforce connector instance you must have the Enterprise edition or Professional edition with API support is required. Also, to set up a new application in Salesforce, you must have Administrator privileges. Please contact your system administrator if you do not have those privileges.

Via a web browser, login to your Salesforce account: <https://login.salesforce.com/>

1. Under "Administer" > "Security Controls" > select "Remote Site Settings"



2. Click "New Remote Site"



3. Create a remote site for the following URL: `https://api.cloud-elements.com`

4. Click Save.

Remote Site Edit

Enter the URL for the remote site. All s-controls, JavaScript OnClick commands in custom buttons, Apex, and AJAX proxy calls can access this Web address from salesforce.com.

Remote Site Edit Save Save & New Cancel

Remote Site Name 13

Remote Site URL

Disable Protocol Security ⓘ

Description

Active

14 Save Save & New Cancel

NOTE: Our current support for Salesforce Events include listening for the following: Creating, Updating, and Deleting of any object in Salesforce. For example, when a new account is created, your application will receive a notification regarding the creation of the account.

The following JSON may be used to create a Salesforce Instance with webhooks enabled:

```
{
  "element": {
    "key": "sfdcservicecloud"
  },
  "providerData": {
    "code": ""
  },
  "configuration": {
    "oauth.callback.url": "https://www.mycoolapp.com/auth",
    "oauth.api.key": "",
    "oauth.api.secret": "",
    "event.notification.enabled": "true",
    "event.notification.callback.url": "",
    "event.vendor.type": "webhook",
    "event.objects": ""
  },
  "tags": [
    ""
  ],
  "name": ""
}
```