

Salesforce Service Cloud Authenticate a Connector

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You can authenticate with Salesforce Service Cloud to create your own instance of the Salesforce Service Cloud connector through the UI or through APIs. Once authenticated, you can use the connector instance to access the different functionality offered by the Salesforce Service Cloud platform.

Authenticate Through the UI

Use the UI to authenticate with Salesforce Service Cloud and create a connector instance. Because you authenticate with Salesforce Service Cloud via OAuth 2.0, all you need to do is add a name for the instance. After you create the instance, you'll log in to Salesforce Service Cloud to authorize SAP Cloud Platform Open Connectors to access your account. For more information about authenticating a connector instance, see [Authenticate a Connector Instance \(UI\)](#).

After successfully authenticating, we give you several options for next steps. [Make requests using the API docs](#) associated with the instance, [map the instance to a common resource](#), or [use it in a formula template](#).

Authenticate Through API

Salesforce is a Customer Success Platform. When you provision an instance, your app will have access to the different functionality offered by the Salesforce platform.

Optionally, you may provision an instance to specific features like Marketing Cloud, CRM and Salesforce Files. Below are examples of each method.

Step 1. Get Connectors OAuth Information

- HTTP Header: None
- HTTP Verb: GET
- Request URL: /elements/{keyOrId}/oauth/url
- Request Body: None

- Query Parameters:

- Query Parameters.

- **apiKey**– the key obtained from registering your app with the provider
- **apiSecret** – the secret obtained from registering your app with the provider
- **callbackUrl** – the URL that you supplied to the provider when registering your app, state – any custom value that you want passed to the callback handler listening at the provided callback URL.

Description: The result of this API invocation is an OAuth redirect URL from the endpoint. Your application should now redirect to this URL, which in turn will present the OAuth authentication and authorization page to the user. When the provided callback URL is executed, a code value will be returned, which is required for the Create Instance API.

Example cURL Command:

```
curl -X GET
-H 'Content-Type: application/json'
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/elements/sfdcservicecloud/oauth/url?apiKey=fake_salesforce_api_key&apiSecret=fake_salesforce_api_secret&callbackUrl=https://www.mycoolapp.com/auth&state=sfdc'
```

Response:

```
{
  "element": "sfdcservicecloud",
  "oauthUrl": "https://login.salesforce.com/services/oauth2/authorize?response_type=code&client_id=fake_salesforce_api_key&client_secret=xyz789&scope=full%20refresh_token&redirect_uri=https://www.mycoolapp.com/auth&state=sfdcservicecloud"
}
```

Handle Callback from the Endpoint: Upon successful authentication and authorization by the user, the endpoint will redirect to the callback URL you provided when you setup your application with the endpoint, in our example, <https://www.mycoolapp.com/auth>. The endpoint will also provide two query string parameters: “state” and “code”. The value for the “state” parameter will be the name of the endpoint, e.g., “sfdcservicecloud” in our example, and the value for the “code” parameter is the code required by SAP Cloud Platform Open Connectors to retrieve the OAuth access and refresh tokens from the endpoint. If the user denies authentication and/or authorization, there will be a query string parameter called “error” instead of the “code” parameter. In this case, your application can handle the error gracefully.

Step 2. Create an Instance

To provision your Salesforce connector, use the /instances API.

Below is an example of the provisioning API call.

- **HTTP Headers:** Authorization- User , Organization
- **HTTP Verb:** POST
- **Request URL:** /instances
- **Request Body:** Required – see below
- **Query Parameters:** none

Description: token is returned upon successful execution of this API. This token needs to be retained by the application for all subsequent requests involving this connector instance.

A sample request illustrating the /instances API is shown below.

HTTP Headers:

```
Authorization: User , Organization
```

This instance.json file must be included with your instance request. Please fill your information to provision. The “key” into SAP Cloud Platform Open Connectors Salesforce is “sfdcservicecloud”. This will need to be entered in the “key” field below depending on which connector you wish to instantiate.

```
{
  "element": {
    "key": "sfdcservicecloud"
  },
  "providerData": {
    "code": ""
  },
  "configuration": {
    "oauth.callback.url": "https://www.mycoolapp.com/auth",
    "oauth.api.key": "",
    "oauth.api.secret": ""
  },
  "tags": [
    ""
  ],
  "name": ""
}
```

Here is an example cURL command to create an instance using /instances API.

Example Request:

```
curl -X POST
-H 'Authorization: User , Organization '
-H 'Content-Type: application/json'
-d @instance.json
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/instances'
```

If the user does not specify a required config entry, an error will result notifying her of which entries she is missing.

Below is a successful JSON response:

```
{
  "id": 123,
  "name": "test",
  "token": "3sU/S/kZD36BaABPS7EAuSGHF+lwsthT+mvoukiE",
  "element": {
    "id": 39,
    "name": "Salesforce.com",
    "key": "sfdcservicecloud",
    "description": "The Salesforce.com allows you to deliver revolutionary Service Cloud automation functionality, such as account and contact creation, from anywhere, anytime, on any device.",
    "active": true,
    "deleted": false,
    "typeOauth": true,
    "trialAccount": false,
    "configDescription": "If you do not have a Salesforce.com account, you can create one at http://www.salesforce.com target="\_blank">Salesforce.com Signup"
  }
}
```





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