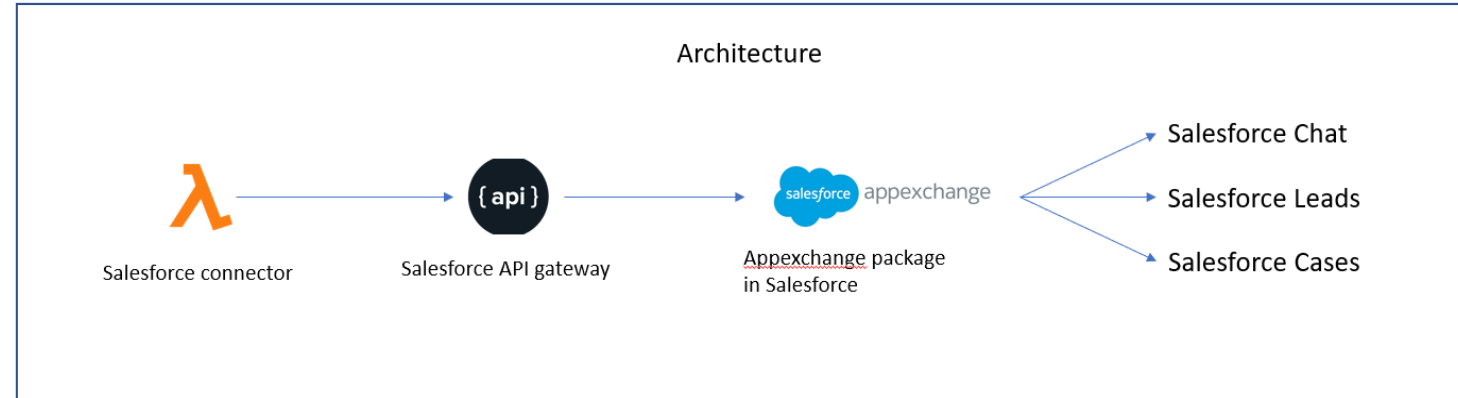


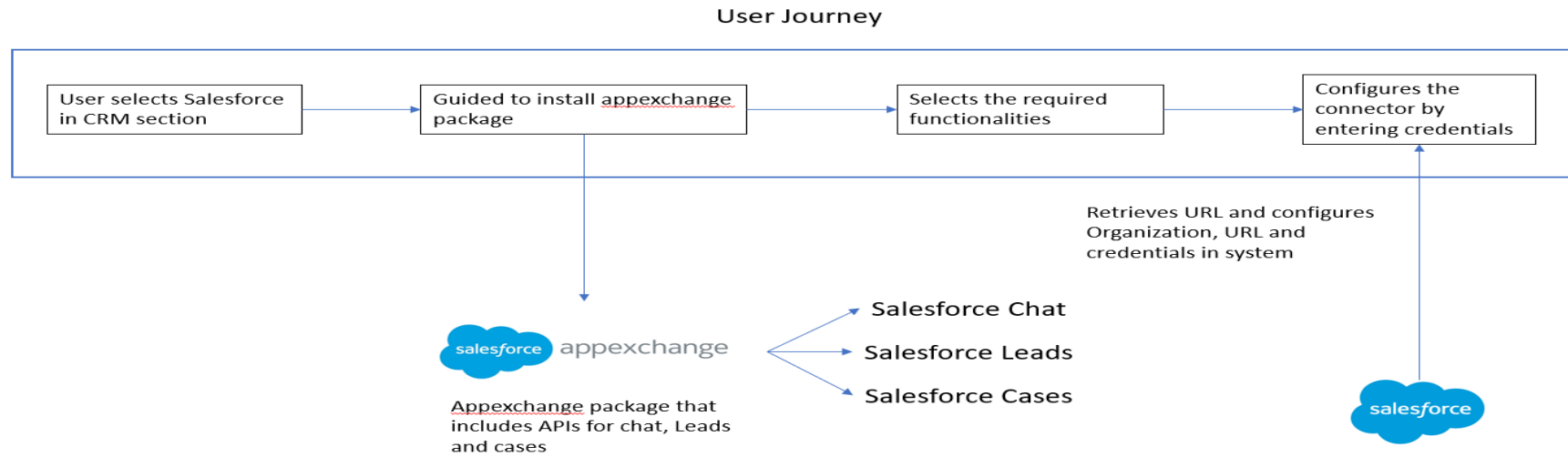
# Salesforce Implementation

# Salesforce Architecture



The salesforce consists of three parts the Connector, API gateway and the Salesforce AppExchange package.

# Salesforce User Journey



The user will be able to setup salesforce as a connector and will be able to configure their organization's salesforce through the webapp.

# Components

## **Salesforce Connector**

The salesforce connector is built on lambda based on loosely coupled architecture and can easily connect with other channels and AI services through the drag and drop interface. The connector can be integrated with WhatsApp, Facebook messenger, WeChat and other messaging apps. The connector acts as a middleware which accepts messages from other channels and can create leads, convert leads and create case.

## **Salesforce AppExchange**

The AppExchange package provides the APIs to create and update cases, create and convert leads and live chat functionality with the salesforce chat. The client has been registered as a salesforce partner and the Salesforce AppExchange package is published and listed on the AppExchange marketplace. The AppExchange is designed in a way so that all the fields are dynamic and more custom fields can be added when needed.