

for Salesforce Question-to-Case Connector

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Cloud Help for Community Managers

What is the Salesforce Question-to-Case Connector

The Salesforce Question-to-Case Connector syncs questions created in Jive to Salesforce org cases. This allows Salesforce agents to comment directly in the Salesofrce case and the comment syncs back to Jive as a reply to the question or discussion.

Following the integration users can:

- Create questions that sync to Salesforce org as new cases
- · Reply to discussion that sync to Salesforce.com as a case's comment
- Collaborate on attachments to Jive discussions in Salesforce.com cases

In addition, Saleforce org agents can :

Write comments to cases, mark them as correct answer. The comments sync back to the Jive question as replies.

Setting up the Salesforce Question-to-Case Connector

To set up the Salesforce Question-to-Case connector, you need to install the Question-to-Case package, create a connected app and then assign a custom Question-to-Case page layout (available after installing the package).

Following the tasks on Salesforce org, you install and configure the Salesforce Question-to-Case add-on on Jive.

System Requirements

The Salesforce Question-to-Case Connector works with the latest version of the Jive Cloud release. You will need a Salesforce organization.

To install and configure the connector:

- Jive-x or Jive-n Cloud
- Community manager rights to your Jive Community
- A Salesforce org account to be used as a new service user, with permission to set up a Connected App

To use the connector:

- Jive-x or Jive-n cloud
- A user account for your Jive community (with access to the Jive places that the community manager specified when configuring the Salesforce Connector)

Installing the Salesforce Question-to-Case Package

Install the Salesforce Question-to-Case package to Salesforce org.

1. Log on to Salesforce.com and in the new tab, paste the Salesforce package link:

Salesforce Managed package link: https://login.salesforce.com/packaging/installPackage.apexp? p0=04t28000000PJxX

2. Select Install for Admins Only and click Install.

You can install other packages depending on your business needs.

	Approve	Third-Party Access
	This package may send or reco you trust these websites. What	alar Snip eive data from third-party websites. Make sure at if you are unsure?
3	Website	SSL Encrypted
	7c934e4a.ngrok.io	\checkmark
	Yes, grant ac	cess to these third-party web sites ntinue Cancel

3. Select the option Yes, grant access to these third-party web sites and click Continue.

Instal By PSL	I NQLB-SFDC		
Instal	lation Complete!		
			Done
App Name NQLB-SFDC	Publisher PSL	Version Name 19 Aug, 2016	Version Number 1.0 (Beta 23)

Creating Connected App

After creating the app, Consumer Key and Consumer Secret are generated. You use these keys to connect the Question-to-Case Connector add-on to your Salesforce org.

1. In Salesforce.com navigate to Setup > Create > Apps.

Fo	rce.com Home	Apps			Quick Start	New	rder	
Ad	minister	Action	App Label	Installed Package	Console	Custom	Description	
		Edit	App Launcher				App Launcher tabs	
	Manage Users	Edit	Call Center				State-of-the-Art On-Demand Customer Service	
•	Manage Apps	Edit	Community				Salesforce CRM Communities	
•	Company Profile	Edit	Content				Salesforce CRM Content	
	Security Controls	Edit De	Jive Salesforce Connector	Jive Salesforce Connector		1		
	Domain Management	Edit	Marketing				Best-in-class on-demand marketing automation	
	Communication Templates	Edit	Platform				The fundamental Force.com platform	
	Data Management	Edit	Sales				The world's most popular sales force automation (SFA) solution	
	Mobile Administration	Edit	Salesforce Chatter				The Salesforce Chatter social network, including profiles and feeds	
	Desktop Administration	Edit	Sample Console		1		The out-of-the box console for users who work with multiple records on one screen	
	Lightning for Outlook	Edit	Site.com				Build pixel-perfect, data-rich websites using the drag-and-drop Site.com application, and manage content and	d published
	Email Administration							
	Google Apps	Subtab	Apps					
Þ	Data.com Administration	Action	App Label	Description				
		Edit	Profile (Others)	The tabs disp	layed when user	rs view som	eone else's profile	
Bu	ild	Edit	Profile (Self)	The tabs disp	layed when user	rs view thei	r own profile	
	Customize							
	Create	Connec	ted Apps		New			
	Apps	Action	Connected App Name				Description	Versic
	Custom Labels	Edit Ma	inage MyCustomApp					1.0
	Interaction Log Layouts	Edit Ma	inage SFDCPersistent				SFDC-Persistent	1.0
	Objects							

2. Under the Connected Apps section, click New.

The New Connected App page is displayed.

salesfo	orce	3	Search		Sea	urch										shayt toledanot 👻
Home	Chatter	Campaigns	Leads	Accounts	Contacts	Opportunities	Forecasts	Contracts	Orders	Cases	Solutions	Products	Reports	Dashboards	+	
Quick F	ind / Search Expand	All Collapse All	New	Connec	ted App											
Lightnir	ng Experie	ence	To publi	sh an app, you	need to have	chosen a namespac	e prefix. Click I	Sav	e Cancel	e prefix.						
Salesfo	rce1 Quicl	k Start	В	asic Informat	ion											
Force.c	om Home				Connected A	App Name										
Admini	ster				Cont	act Email										
 Manage Manage 	ge Users ge Apps				Logo In	nage URL 📀		Chaosa ana af		logos						
Manage Comp	ge Territorie bany Profile rity Controle	S				Icon URL @ Choos	e one of our sa	mple logos	our sample	0905						
 Doma Comn 	in Managem nunication T	nent Templates			De	Info URL										
 Trans Data I 	lation Workl Managemen	bench t	¥	API (Enable	OAuth Setti	ngs)										
Mobile Deskt	e Administra top Administ ping for Out	ation tration			Enable OAuth	Settings										
 Lightr Email 	ning Sync Administrat	tion	•	Web App Se	ttings											
 Goog Data.c 	le Apps com Admini	stration	•	Custom Cor	nnected App	Handler										
Build				Mobile App	Settings											
E Custo	omize				igo			Sav	e Cancel							

3. Enter the required information under the **Basic Information** section.

salesforce	earch Search	h										shayt toledanot 👻	Setup	Help	Sales	D
Home Chatter Campaigns	Leads Accounts Contacts	Opportunities	Forecasts	Contracts	Orders	Cases	Solutions	Products	Reports	Dashboards	+					
Quick Find / Search Ø Q	New Connected App														Help for this Pa	age 🕜
Lightning Experience	To publish an app, you need to have cho	osen a namespa	e prefix. <u>Click h</u>	Save Ca	incel a namespac	e prefix.										
Salesforce1 Quick Start	Basic Information															
Force.com Home Administer Manage Users Manage Apps	Connected App Na API Na Contact En Contact Phr Logo Image U	me JiveSales me JiveSales nail john.brow one	orceApp orceApp n@jivesoftware.	com											= Required Infor	mation
Manage Territories Company Profile Security Controls Domain Management Communication Templates Translation Workbench	icon U Info U Descript	Upload log Choose of IRL ion @	to image or Cho	iose one of our ≥ logos	sample log	25										

4. Under the **API (Enable OAuth Settings** section, select the **Enable OAuth Settings** option. Additional options are displayed.

Quick Find / Search O Q	New Connected App			Help for this Page 🥝
Expand Air Loonapad Air		Save Cancel		
Lightning Experience	To publish an app, you need to have ch	losen a namespace prefix.		
Salesforce1 Quick Start	Basic Information			
	Connected App Name	JiveSalesforceApp		= Required Information
1 orce.com nome	API Name	JiveSalesforceApp		
	Contact Email	ioha brown@iiyasoftwara.com		
Administer	Contract Diverse	Johnstowneyweadrware.com		
Manage Users	Contact Phone			
Manage Apps	Logo Image URL 🧯			
Manage Territories		Upload logo image or Choose one of our sample logos		
Company Profile	Icon URL 🤅			
Security Controls		Choose one of our sample logos		
Domain Management	Info URL			
Communication Templates	Description			
Translation Workbench				
Data Management	 API (Enable OAuth Setting 	gs)		
Mobile Administration	Enable OAuth Settings	2		
Desktop Administration	Callback URI			
Lightning for Outlook	Caliback ORL	0		
Lightning Sync				
Email Administration			di di seconda di second	
Google Apps	Use digital signatures			
Data.com Administration		Choose File No file chosen		
Puild				
Build	Selected OAuth Scopes	Available OAuth Scopes	Selected OAuth Scopes	
Customize		Access and manage your Chatter data (chatter_api)	None	
Create		Access and manage your Wave data (wave_api)	Add	
Apps		Access custom permissions (custom_permissions)		
Custom Labels		Access your basic information (id, profile, email, address, phone)		
Interaction Log Layouts		Allow access to your unique identifier (openid) Full access (full)	Remove	
Objects		Perform requests on your behalf at any time (refresh_token, offline_access)		
Picklist Value Sets		Provide access to custom applications (visualforce)		
Packages		Provide access to your data via the web (web)		

- 5. In Callback URL type in the Jive callback URL as follows: Service Uri + /crm/oauth/oauth2Callback.
- From the Available OAuth Scopes list, select the following scopes, then click Add to move them to the Selected OAuth Scopes.
 - Access and manage your data (api)
 - Allow access to your unique identifier (openid)
 - Full access (full)
 - Perform requests on your behalf at any time (refresh_token, offline_access)

Home Chatter Campaigns	Leads Accounts Contacts Opp	portunities Forecasts Contracts	Orders Cases	Solution	s Products	Reports Da	ashboards	+	
Quick Find / Search Ø Q Expand All Collapse All	New Connected App								Help for this Page 🥝
Lightning Experience	To publish an app, you need to have chosen	a namespace prefix. <u>Click here to choose a</u>	namespace prefix.						
Salesforce1 Quick Start	Basic Information								In Design that security
Force.com Home	Connected App Name API Name	JiveSalesforceApp JiveSalesforceApp							= Required Information
Administer	Contact Email Contact Phone	john.brown@jivesoftware.com							
Manage Users Manage Apps Manage Territories	Logo Image URL 🥹	Upload logo image or Choose one of our sar	nple logos						
Company Profile Security Controls	icon URL 🥹	Choose one of our sample logos							
Communication Templates Translation Workbench	Description 🥥								
Data Management	 API (Enable OAuth Settings) 								
Mobile Administration Desktop Administration	Enable OAuth Settings								
Lightning for Outlook Lightning Sync	Callback URL 🥃	https://14690f1c.ngrok.io./crm/oauth/oauth/	2Callback						
Email Administration Google Apps Data.com Administration	Use digital signatures								
		Choose File No file chosen							
Build	Selected OAuth Scopes	Available OAuth Sco	pes			Selected	OAuth Scope	s	
Customize		Access and manage your Chatter data (cha Access and manage your Wave data (wave	tter_api) .api)		Access and mana Allow access to ye	ge your data (api) our unique identifi	ier (openid)		
Apps Custom Labels Interaction Log Layouts Objects		Access custom permissions (custom_permi Access your basic information (id, profile, e Provide access to custom applications (visi Provide access to your data via the Web (w	ssions) mail, address, phone) Jalforce) eb)	Add Remove	Full access (full) Perform requests	on your behalf at	any time (refre	sh_token, offline_access)	
Picklist Value Sets									

7. Click Save.

The Connected App page is displayed.

Take note of the **Consumer Key** and the **Consumer Secret**, which are both required to configure the Jive Salesforce.com add-on.

										shayt to	ledanot 👻	Setup	Help	Sales -
Home Chatter Campaigns L	Leads Accounts C	ontacts Oppo	ortunities Foreca	sts Contracts	Orders	Cases	Solutions	Products	Reports	Dashboards	+			
Quick Find / Search Q Q Expand All Collapse All	Connected App Name JiveSalesforce	Арр												Help for this Page 🥹
Lightning Experience	« Back to List: Custom App	S		Edit Delete	Manage									
Salesforce1 Quick Start				Version 1.0										
Force.com Home			Cre	ated Date 1/3/2	alesforceApp 017 1:14 AM									
Administer			Cont	act Email john.	brown@jiveso	a oftware.com	ı							
Manage Users			Last Mod	fied Date 1/3/2	017 1:14 AM									
Manage Apps				By: g	hayt toledano	1								
Manage Territories			D	scription										
Company Profile				Info URL										
Security Controls Domain Management														
Communication Templates	API (Enable OAuth S	Settings)												
Translation Workbench	n Workbench Consumer Key 3MVG9x			eSY8F0Jhla1Sep	I_MUaFJnga	khwiz8mole	Ggo.YLpV_2v	JxPdS_L4Ke	Consum	ner Secret Click	k to reveal			
Data Management Mobile Administration Desktop Administration	Selected OAuth Scopes Access and manage your data (api) Cal Full access (full) Perform requests on your behalf at any time (refresh_token, offline_access) Allow access to your unique identifier (openid)						Iback URL http:	s://14690f1c	.ngrok.io./c	rm/oauth/o	pauth2Callback			

Assigning Custom Case Page Layouts

Page layout in Salesforce controls the look and feel of Cases along with visual-force pages, related lists, buttons, fields and other components that can be displayed to the User. A customized Case page layout that includes the required components is included in the Salesforce Question-to-Case package. The page layout can be assigned to specific Profiles. Components from the page layout can be incorporated into an existing page layout.

To assign the custom Question-to-Case page layout:

1. Go to Setup > Customize > Cases > Page Layouts.

The Case Page Layout page is displayed.

salesforce	arch	Search					shayt toledanot 👻	Setup	Help Sales -
Home Chatter Campaigns	Leads Acco	ounts Contacts Opportunitie	s Forecasts Contracts O	rders Cases Solutions	Products Reports	Dashboards	+		
Quick Find / Search Ø Q Expand All Collapse All	Case P	age Layout	routs to display Case data.						Help for this Page 🤣
Lightning Experience After creating page layouts, click the Page Layout Assignment button to control which page layout users see by default.									
Salesforce1 Quick Start	Case Page	Layouts	New Page La	yout Assignment					
	Action	Page Layout Name	Installed Package	Created By		Modified By			Feed-Based Layout
Force.com Home	Edit Del	Case (Marketing) Layout		shayt toledanot, 3/31/	2015 1:58 AM	shayt toledano	t, 3/31/2015 1:58 AM		✓
	Edit Del	Case (Sales) Layout		shayt toledanot, 3/31/	2015 1:58 AM	shayt toledano	t, 3/31/2015 1:58 AM		✓
Administer	Edit Del	Case (Support) Layout		shayt toledanot, 3/31/	2015 1:58 AM	shayt toledano	t, 3/31/2015 1:58 AM		✓
Manage Users	Edit Del	Case Layout		shayt toledanot, 3/31/	2015 1:58 AM	shayt toledano	t, 3/31/2015 1:58 AM		1
Manage Apps	Edit Del	Jive Community Support Layout	Jive Salesforce Connector	shayt toledanot, 12/20	8/2016 5:26 AM	shayt toledano	t, 12/28/2016 5:26 AM		
Manage Territories									
Company Profile Security Controls	Case Close	e Page Layouts	New Page La	yout Assignment					
 Domain Management 									
Communication Templates	Action	Page Layout Name	created By		Modified By	16 1.60 AM			Feed-Based Layout
Translation Workbench	Eart Del	Close Case Layout	snayt toledariot, 3/31/2015 1:58 AM	1	snay: toledanot, 3/31/20	10 1.00 AM			
Data Management									

2. Click Page Layout Assignment.

3. Click Edit Assignment.

The Edit Page Layout Assignment page is displayed.

salesforce	earch Search	shayt toledanot 👻 Setup Help Sales 🔹							
Home Chatter Campaigns	Leads Accounts Contacts Oppo	oortunities Forecasts Contracts Orders Cases Solutions Products Reports + 👻							
Quick Find / Search OQQ Expand All Collapse All Lightning Experience	Edit Page Layout Assignment Case The table below shows the page layout as click to select multiple cells that are not as	Help for this Page 🥹 assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use CTRL + adjacent. Then choose a new page layout from the drop-down.							
Salesforce1 Quick Start		Save Cancel							
Force.com Home	Pag	ige Layout To Use: Select Page Layout + 0 Selected 0 Changed							
Administar	Profiles	Page Layout							
Aummister	Contract Manager	Case Layout							
Manage Users	Custom: Marketing Profile	Case (Marketing) Layout							
Manage Apps	Custom: Sales Profile	Case (Sales) Layout							
Manage Territories	Custom: Support Profile Case (Support) Layout								
Company Profile	Customer Community Login User	Case Layout							
Security Controls	Customer Community Plus Login User	r Case Layout							
Domain Management	Customer Community Plus User	Case Layout							
Communication Templates	Customer Community User	Case Layout							
Translation Workbench	Customer Portal Manager Custom	Case Layout							
Data Management	Customer Portal Manager Standard	Case Layout							
Mobile Administration	Gold Partner User	Case Layout							
Deskton Administration	High Volume Customer Portal	Case Layout							
Lightning for Outlook	Marketing User	Case Layout							
Lightning Sync	Partner Community Login User	Case Layout							
Email Administration	Partner Community User	Case Layout							
	Read Only	Case Layout							
Google Apps Data com Administration	Solution Manager	Case Layout							
Data.com Administration	Standard User	Lase Layout							
	System Administrator	Jive Community Support Layout							
Build Customize 		Save Cancel							

4. From the Page Layout To Use list, select Jive Community Support Layout and select the profile to which you want to assign the layout.

salesforce	earch Search			shayt toledanot		Help Sales -				
Home Chatter Campaigns	Leads Accounts Contacts Opp	ortunities Forecasts	Contracts Orders	Cases Solutions	Products I	Reports + 🔻				
Quick Find / Search 🧿 Q	Edit Page Layout Assignment					Help for this Page 🥝				
Expand All Collapse All	The table below shows the page layout a	ssignments for different p	ofiles, Use SHIFT + click	or click and drag to sele	ect a range of a	diacent cells. Use CTRL +				
Lightning Experience	click to select multiple cells that are not a	djacent. Then choose a n	ew page layout from the o	drop-down.		-,				
Salesforce1 Quick Start		Save								
Force.com Home	Pag	e Layout To Use: Jive (Community Support Layout	1 Selected 1 Cha	anged					
Administer	Profiles		F	Page Layout						
_	Contract Manager			Case Layout						
Manage Users	Custom: Marketing Profile		Case	(Marketing) Layout						
Manage Apps	Custom: Sales Profile		Ca	se (Sales) Layout						
Manage Territories	Custom: Support Profile		Casi	e (Support) Layout						
Company Profile	Customer Community Login User	Case Layout								
Security Controls	Customer Community Plus Login User	Case Layout								
Domain Management	Customer Community Plus User	Case Layout								
Communication Templates	Customer Community User	Case Layout								
Translation Workbench	Customer Portal Manager Custom			Case Layout						
Data Management	Gold Partner User			Case Layout						
Mobile Administration	High Volume Customer Portal			Case Layout						
Desktop Administration	Marketing User			Case Layout						
Lightning for Outlook	Partner Community Login User			Case Layout						
Lightning Sync	Partner Community User			Case Layout						
Email Administration	Read Only			Case Layout						
Google Apps	Solution Manager			Case Layout						
Data.com Administration	Standard User			Case Layout						
	System Administrator		Jive Com	nmunity Support Layout						
Puild										
Dulla		Course Courses								
▶ Customize		Save Cancel								

5. Click Save.

Configuring Salesforce Question-to-Case Add-on

This section outlines how to install the Salesforce Question-to-Case connector add-on and then configure it to connect and authenticate with your Salesforce org.

Installing the Question-to-Case Connector Add-on

Follow this procedure to install the Question-to-Case Connector add-on.

- 1. Log on to Jive using an administrator account.
- From the Administrator avatar drop-down list, select Add-Ons. The All Add-ons page is displayed.
- 3. Click the Available tab and scroll down to the Salesforce add-on.

jive	Home	Support	Rewards	People	Apps -		2 🗧 - ,	p- Q
			Jive Connec Adds actions By: Jive Sof	ctor for Chime s to profiles, how tware	rer cards, places and content to Chime users.	Read and write	Feb 8, 2016 Version: 1.0	Install
		jive Identity	Jive Identity Enables syn By: Jive Sof	Connector chronizing user tware	profiles from this Jive instance to the Jive Identity Service.	Read and write	Feb 10, 2016 Version: 20160210	Install
			Webhooks This is a Wel	Test Extension bhooks test exte	ansion	Read and write	Mar 8, 2013 Version: 1.7	Install
			Addon with Saves files o	deprecated as in the node.js m	sets - V2 achine	Read and write	Mar 8, 2013	Install
		Ģ	Sysomos Pull social co By: Jive Sof	onversations inte tware	o your stream.	Read and write	Jul 13, 2016 Version: 1.0	Install
		the state	Wikipedia ir Wikipedia wi By: Jive Sof	n an Add-on iki-test tware - QA		Read and write	Mar 8, 2013 Version: 1.8	Install
		9 9	Custom Str Contains an request to a	eam Integration activity stream t unique URL.	n that can be used to push custom content into a group activity stream with an HTTP POST	Read and write	Nov 13, 2016	Install
		j	Jive for iOS Official Jive	Mobile Client for	riOS	Read and write	Dec 2, 2016	Install
		salesforce	Salesforce Salesforce By: Jive Sof	tware		Read and write	Dec 25, 2016 Version: 1.0	Install

- 4. Click Install next to the Salesforce add-on.
- 5. Confirm the message that appears by clicking **Install now**.

Confirm Install Are you sure you want to install "Salesforce"?							
Install now	Preview	Cancel					
Preview: Mail tiles associated private or private	ke this service with this add- e (unlisted) gro	visible only on, you can oup.	to you. If there are preview them in a				

The Salesforce Settings page is displayed.

jiV2 Home Sup	oport Rewards	People Apps -		💶 😑 🖉 🔍
Add-ons Apps Managem	nent Storage Manag	gement Community Authori	zations	
Storage Providers API Services	Salesforce Salesforce	e Settings		
All Add-ons	Included tiles			
	Tile and type		Cate	gories
	My Cases Custom_view		Exter	mal Add-ons
	Service URL			
	This Add-on requires c	onnectivity to a network service.		
	https://connector-sales	sforce.test.jivehosted.com		
	A configuration file was	s found for this service. Configure	Now	
	C Advanced Setting	gs		
	Save and Activate	Cancel		

6. Continue to Configuring the Question-to-Case Add-on on page 13.

Configuring the Question-to-Case Add-on

Before completing this taks, you need to:

- Obtain Salesforce app **Consumer Key** and **Consumer Secret** by creating a Connected App in your Salesforce org (see, Creating Connected App on page 6)
- Install the Salesforce Question-to-Cass add-on (see, Installing the Question-to-Case Connector Add-on on page 12)

To configure the Question-to-Case add-on:

 In the Salesforce Settings page (Add-ons > Installed > Salesforce > Settings), click Configure Now.

The Configure Salesforce window is displayed.

Connection	Place Configuration	Event Settings	Author Configuration	Field Settings
Grant acces	ss to CRM System			
Domain UR	L* https://login.salesf	'orce.com		
Consumer	Key* 3MVG9ZL0ppGP	5UrB_ra.0kG3pson8p	AF Consumer Secret*	5565836177621866340
Access to Sale	sforce has been granted for this	Jive community	Grant Access	Revoke Access

2. In the Connection tab:

- a) Enter the following information:
 - Domain URL add domain URL as https://login.salesforce.com. If you want to connect to Salesforce sandbox add https://test.salesforce.com.
 - **Consumer Key** and **Consumer Secret** type in your Salesforce app Consumer Key and Secret. The key and secret along with user credentials are used to grant authorization to Saleforece org.
- b) Click Grant Access.

(i)

The authorization message: "Access to Salesforce has been granted for this Jive community" is displayed.

Note: if the authorization fails, verify Consumer Key and Secret and the domain URL.

Continue to the next step only if the authorization is successful and the authorization message is displayed.

3. In the Place Configuration tab:

Unanswered questions created in the added place are monitored by the Salesforce Question-to-Case Connector and assigned as cases to the selected Salesforce queue after the specified **Hours for escalation**.

- a) Click Add Place and type in the Group or Space name you want to connect with Salesforce.
- b) In **Queue** select the corresponding Salesforce queue.
- c) In Hours after escalation specify the time after which cases are created in the Salesforce queue.

				(? >
Connection Pla	ace Configuration	Event Settings	Author Configuration	Field Settings	
Configure SLA Unanswered questi Escalation time(SLA Add a Place	ons will automatical A) for the unanswer	ly generate cases w ed questions will be	hen the escalation time ha applicable from the time of	is been reached. f the place configuration.	
Place	Queue		Hours after escalation	n (Bulk Edit)	
iPhone Support	iPhone S	support •	0	×	

4. In the Event Settings tab:

Specify Jive events and configure the their corresponding Salesforce fields and their values. The values of the fields you configure update when the Jive events occur.

For example, under **Enable Mark Correct Answer** event, you configure the Salesforce **Status** field with the value **Escalated**. When a question in Jive gets a correct answer, the **Status** field of the corresponding Salesforce case is modified to **Escalated**.

- 5. In the Author Settings tab:
 - Enable contact Sync-up a salesforce contact is created for each unique question author at the time the Salesforce case is created.
 - Configure Reply-By Salesforce agent name along with the text specified in Append the following text after the agent's name is displayed with replies from Salesforce that are posted to Jive questions.
- 6. In the Field Settings tab:
 - a) In the **Mapping** tab, map Jive question's Subject and Body fields to Salesforce fields.

Map these fields only if you want to copy the Jive question's Subject and Body fields to fields **other** than Case Subject and Case Description.

- b) In the **Values** tab, add Salesforce fields and configure their corresponding values.
- 7. Click Save.