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## 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

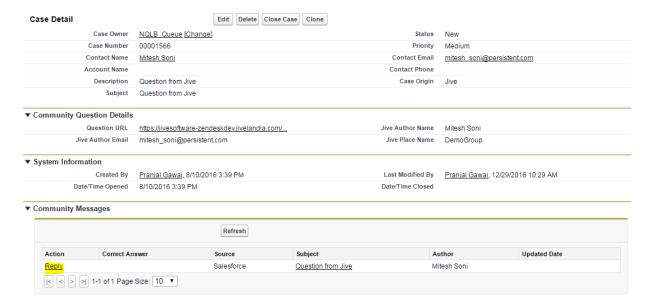
In addition, Saleforce org agents can:

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

## Replying to Jive from Salesforce

This procedure describes how to reply to questions in Jive from Salesforce.

1. In Salesforce org, go to the case corresposning to the Jive discussion.

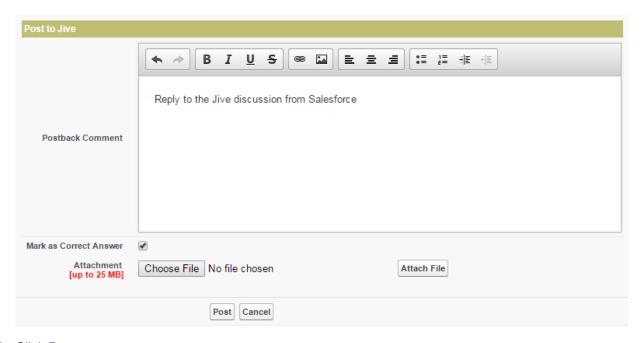


2. Click Reply under the Community Messages section.

The Post to Jive page is displayed.

Type in your reply in the **Postback Comment**.

Optionally, select the Mark as Correct Answer option and attach a file to the reply.



3. Click Post.

The comment appears as a reply in the Jive discussion.