

The Jive logo, featuring the word "jive" in a white, lowercase, sans-serif font.

work better together™

What is the Salesforce Question-to-Case Connector

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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 Salesforce 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, Salesforce 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 corresponding to the Jive discussion.

Case Detail Edit Delete Close Case Clone

Case Owner	NOLB Queue [Change]	Status	New
Case Number	00001566	Priority	Medium
Contact Name	Mitesh Soni	Contact Email	mitesh_soni@persistent.com
Account Name		Contact Phone	
Description	Question from Jive	Case Origin	Jive
Subject	Question from Jive		

▼ Community Question Details

Question URL	https://livesoftware-zendeskdev.jivelandia.com/..	Jive Author Name	Mitesh Soni
Jive Author Email	mitesh_soni@persistent.com	Jive Place Name	DemoGroup

▼ System Information

Created By	Pranjal Gawai 8/10/2016 3:39 PM	Last Modified By	Pranjal Gawai 12/29/2016 10:29 AM
Date/Time Opened	8/10/2016 3:39 PM	Date/Time Closed	

▼ Community Messages

Refresh

Action	Correct Answer	Source	Subject	Author	Updated Date
Reply		Salesforce	Question from Jive	Mitesh Soni	

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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.

Post to Jive

Postback Comment

Reply to the Jive discussion from Salesforce

☒ Mark as Correct Answer

Attachment [up to 25 MB] Choose File No file chosen Attach File

Post Cancel

3. Click **Post**.

The comment appears as a reply in the Jive discussion.