



MuleSource

the open source choice for SOA infrastructure

Thank you for joining!

**“Integrating with Salesforce using Mule” will
begin at 9am PT / noon ET**



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Integrating with Salesforce using Mule

Puneet Gupta, Solutions Architect

- ▶ Data resides in multiple systems
 - CRM Systems
 - ERP Systems
 - Data Warehouse
- ▶ Implication of inconsistent data between customer facing and internal systems can lead to significant challenges
 - Supply Chain Disruptions
 - Revenue Loss
 - Profitability Impact
- ▶ Streamlining and synchronizing data key to customer satisfaction



► Flat files, Spreadsheets

Achieving data synchronization too hard

- Batch processes, not real time
- Prone to human errors
- Can take valuable resources away from core business

► Traditional enterprise integration

Too expensive and take forever to implement & maintain

- Require specialized skills
- Not modular
- Proprietary



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Mule Salesforce Transport

Supports Core
SalesForce Calls

- **Create, Delete, Query, Update, Upsert**

Simple URI based
configuration

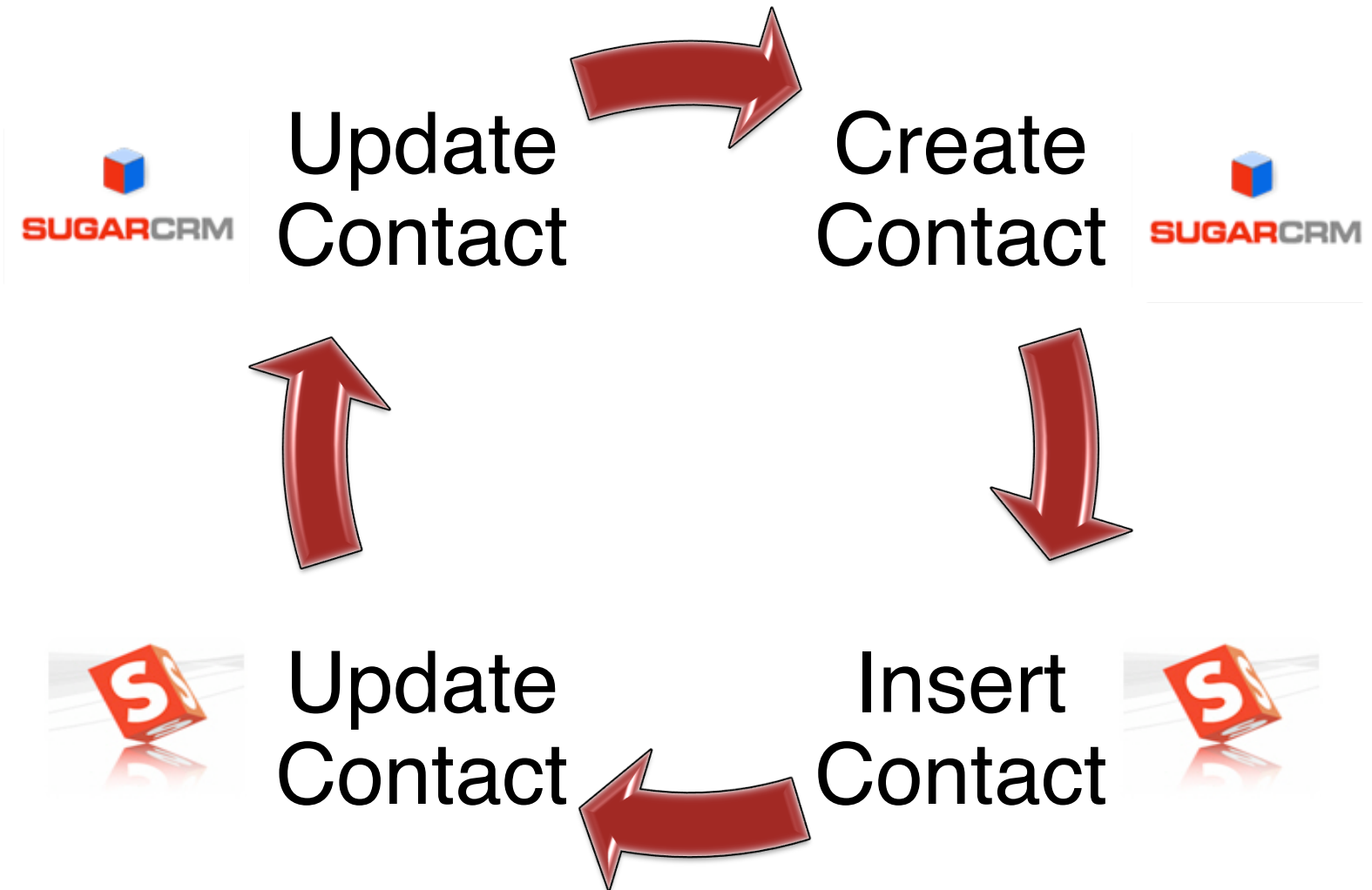
- **Knowledge of Salesforce API not required.**
- **Knowledge of Web Service not required.**
- **URI Supports expression evaluator for dynamic endpoints**

Out of the box
functionality

- **Session management**
- **Data transformation - SObject to Java Map**
- **Data transformation - Java Map to SObject**
- **Multi threading.**

Open Source

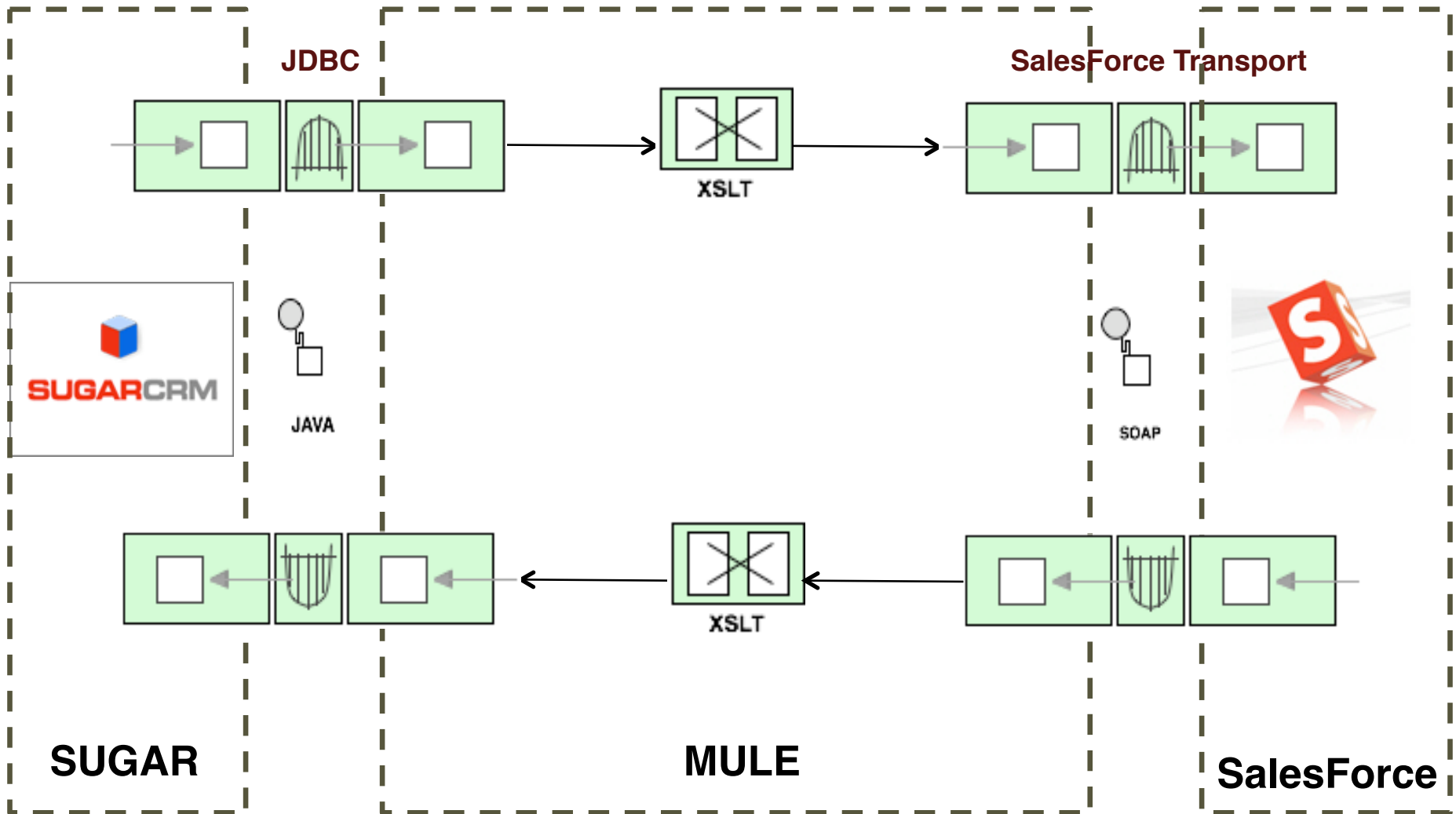
- **Available for free download from <http://muleforge.org/>**
- **Comes with the source code, end users can add own features and functionality**



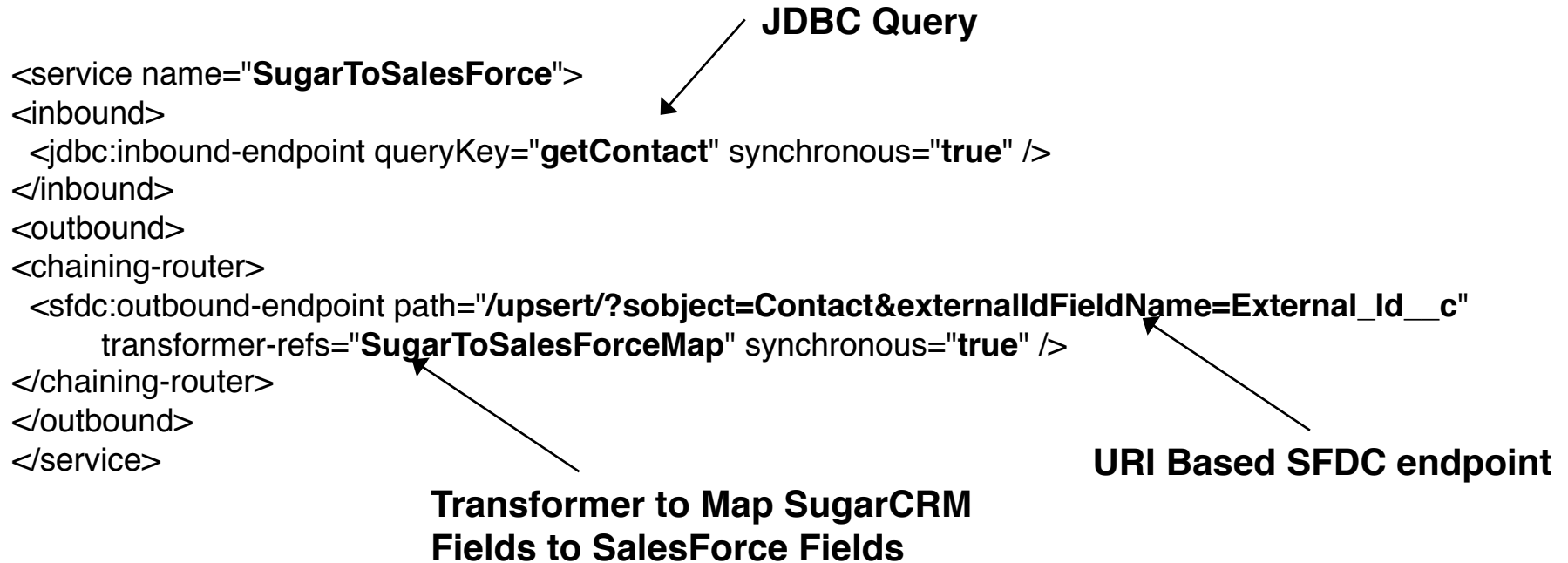
Demo Scenario



Demo - Logical Architecture



SugarToSalesForce Service Configuration



Directly Type in SOQL

```
<service name="SalesForceToSugar">
  <inbound>
    <sfdc:inbound-endpoint path="/query/?soql=Select c.Department, c.Email, c.External_Id__c,
    c.Fax, c.FirstName, c.HomePhone, c.Id, c.LastName, c.LeadSource, c.MailingCity,
    c.MailingCountry, c.MailingPostalCode, c.MailingState, c.MailingStreet, c.MobilePhone, c.Name,
    c.Phone, c.Salutation, c.Title from Contact c where c.LastModifiedById != '0057000000nfpYAAA'
    and c.External_Id__c != null and c.LastModifiedDate %3E #[header:LastModifiedDate] order by
    c.LastModifiedDate" pollingFrequency="60000" pollingFieldName="LastModifiedDate"
    pollingFieldInitialValue="2009-01-29T01:14:08.000Z" name="testPoll" synchronous="true" />
  </inbound>
  <outbound>
    <list-message-splitter-router>
      <jdbc:outbound-endpoint queryKey="updateContact" synchronous="true">
        <payload-type-filter expectedType="java.util.Map" />
      </jdbc:outbound-endpoint>
      <payload-type-filter expectedType="java.util.List" />
    </list-message-splitter-router>
  </outbound>
</service>
```

Ability to provide polling field and value

JDBC Query



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DEMO



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Q & A