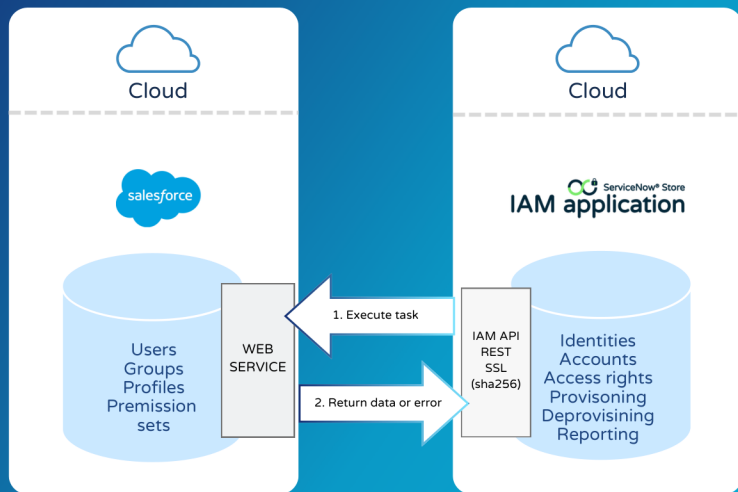




Salesforce Connector



This connector manages accounts, groups and roles for Salesforce.



Following use cases are available out-of-the-box:

Create User: New account is created as a new hire (joiner) needs an account.

Update User: The account information is updated as the employee was promoted or changed positions within the company (mover).

Inactivate User: The account is inactivated to prevent improper access as the employee is on leave or resigned (leaver).

Activate User: The account is to be activated/reactivated on a specific date as the employee is a new hire (joiner) coming back from leave or changed departments (mover) and needs access on a specific date but not before it.

Provision Profile for User: Provisioning involves coordinating the creation of user accounts, password management, email authorizations, and other tasks (e.g. provisioning of physical resources associated with enabling new users).

Update Profile for User: The user information is updated as the employee was promoted or changed positions within the company (mover).

Add User to Public Group: The user is given access to appropriate groups based on the role as the employee is a new hire (joiner) or changed positions (mover).

Add Entitlement to User: The user is given a new entitlement because they need additional access rights as the employee was promoted to a role where additional rights are needed on top of the basic Salesforce access rights that are tied to the user profile.

Remove Public Group from User: The user's accesses to some or all groups are removed as the employee changed positions (mover) or resigned (leaver).

Remove Entitlement from user (As manual task): Entitlement is removed from the user to prevent improper access as the employee changed positions (mover) or resigned (leaver).

Reconcile Public Groups, Chatter Groups, Public Group members, Entitlement, Entitlements Members: Reconciliation is a process that compares two sets of records (information in Salesforce and ServiceNow IAM). This is done to check that the data is correct and in sync. Reconciliation is particularly useful for explaining the difference between two records.

Add to group: The account gives membership access to appropriate groups based on the role as the employee is a new hire (joiner) or changed positions (mover).

Remove from group: The account's accesses to some or all groups are removed as employee changed positions (mover) or resigned (leaver).



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