

If both GLCC and Salesforce are essential in your office or at your institution, you can boost your productivity by automatically syncing the two systems. We would be happy to help you integrate GLCC and Salesforce in order to automatically send and/or receive records for the following types of GLCC records:

- Candidates
- Companies
- Recruiters

## Getting Started

First, we'll need a *Salesforce username and password-security code* for a user with permission to access APIs. Your IT department can help with this.

Then, we'll need the *specific Salesforce object types* used for the records you wish to transfer between the systems. Typically, for example, GLCC Companies are roughly equivalent to Salesforce Accounts. Likewise, GLCC Recruiters can be matched up with Salesforce Contacts.

Think about how you intend to use your GLCC-Salesforce integration. You can choose to sync data one way or both ways between GLCC and Salesforce. Your institution, however, may differ with what you choose to sync *and* the direction you sync. For example, your office may sync only Companies and Recruiters from GLCC to Salesforce. You need to determine *which entities to sync, and which direction(s) the sync will occur*. Sync will occur regularly and automatically. Please discuss the benefits and risks of syncing one or both directions with our staff.

## Data and Mapping

Once we have your Salesforce login set up, and we know which entities you want to send to and/or receive from Salesforce, we'll begin mapping GLCC survey questions and answers to parallel Salesforce data. If there are specific questions or fields you don't want synced, please let us know.

Based on your specific integration, we may have additional questions as we progress through the mapping process, for example:

- If a new candidate record is created in GLCC from Salesforce data, to which default PID should it be added?
- How do you want to handle fields that only exist in one system?

Please feel free to contact us if you have questions during the process.