MOURI TECH™
GLOBAL ENTERPRISE SOLUTIONS

MOURI Tech's unique solution to Automate Salesforce CRM Case creations process through Email (with/ without attachment) using Microsoft Azure logic.

Business Challenge

Often for creating a case in salesforce, user needs to manually log into salesforce and then create Cases which is a time-consuming task. At times user looks for a simple solution like dropping an email which will create cases in Salesforce because due various issues like not able to log into salesforce or travel etc.

Summary

This Solution enables the Creation of salesforce cases after triggering an email along with handling attachments for the cases that are created after receiving the email.
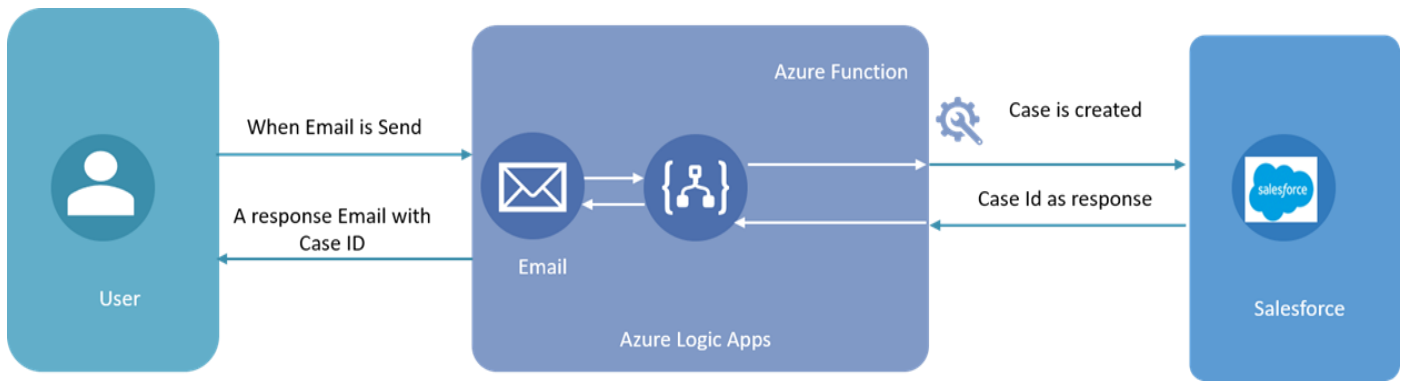
Solution

MOURI Tech's unique solution to Automate Salesforce Case creations

Through this framework, whenever an email is triggered, it creates a case in salesforce and as a response, used received an email with the salesforce case id created. Attachments are also handled for that respective cases

Description

♦ Whenever email is triggered, content is read and parsed using logic apps

♦ The email connection in Azure logic apps will be used for sending the email body details to a salesforce case

♦ Salesforce cases will only be triggered if its subject matches certain keyword

♦ Connection details and Subject Key words need to be updated according to organization need

♦ Response as Case Id is received from Salesforce and Azure Logic apps trigger the email with Response

♦ Azure Services used:

    Azure Logic Apps

♦ Prerequisite

    Should have salesforce account

    Should have outlook Email

About MOURI Tech

Established in year 2005, MOURI Tech has evolved as a trusted global enterprise solution provider to its customers from various industries across the globe, helping them transforming to an intelligent enterprise.

Headquartered in Dallas Texas USA and delivery COE in India, MOURI Tech has offices across five continents. With an employee strength of 3000+ globally, CMMI-DEV/3 certified MOURI Tech has wide range of IT services to cater to digital needs of the businesses of today and tomorrow.

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Certifications

CMMIDEV/3℠
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ISO 27001 – ISMS Certified

PCI DSS Certified

AICPA – SOC Certified

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