

Salesforce Integration with Digital.ai Agility

The integration of Salesforce and Digital.ai Agility (Formerly VersionOne) helps the project manager, engineering team, and customer-facing teams, such as support, sales, and services teams align their goals and tasks with each other. With integration of these two systems, enterprises can have cross-functional transparency and enriched collaboration across the business and technical verticals.

Integration overview



In an Application Lifecycle Management (ALM) environment, the choice of systems and the collaboration between the cross-functional teams play a great role in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration helps the teams get complete context of the business requirements.

Best-of-breed systems such as Salesforce and Digital.ai Agility (Formerly VersionOne) bring rich functionalities to the ecosystem. By integrating Salesforce and Digital.ai Agility, enterprises can diminish collaboration barriers between the technical and customer-facing teams that otherwise lead to quality issues, delivery delays, and financial loss.

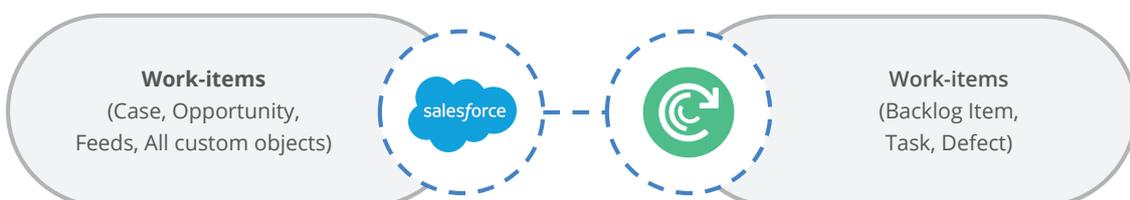
How Opshub Integration Manager integrates Salesforce and Digital.ai Agility

Opshub Integration Manager integrates Salesforce and Digital.ai Agility (Formerly VersionOne) bidirectionally. It ensures that all historical and current data is available to each user, in that user's preferred system, with full context, in real-time. All cases, opportunities, feeds, 'ideas' or any similar custom entity from Salesforce automatically synchronize to Digital.ai Agility and all the entities and details associated with the entity synchronize back to Digital.ai Agility.

How Salesforce + Digital.ai Agility integration is beneficial for an enterprise

- Real-time access to customer issues, priorities, updates and changes in customer requirements
- Enable teams to have a meaningful first response for issues with critical severity
- Real-time updates to all teams when a customer issue is resolved
- Communication on the workitems from the native systems itself
- Ability to stay ahead of the competition, in pre and post-sales service, with proactive response and by delivering meaningful solutions in time

Commonly synchronized entities between Salesforce and Digital.ai Agility



Benefits of integration for Salesforce and Digital.ai Agility users

Salesforce users	Digital.ai Agility users
Access to the updates coming from development team on customer requirements from within Salesforce	Traceability for customer requirements throughout the ALM tool chain
Easy to categorize and prioritize customer requests for backend teams	Visibility into customer issues and priorities
No manual efforts needed to keep project & engineering teams updated on customer issues and priorities	No dependency on manual communication for making decisions

Features of OpsHub Integration Manager



Bi-directional sync with conflict resolution



Support for the largest number of entities



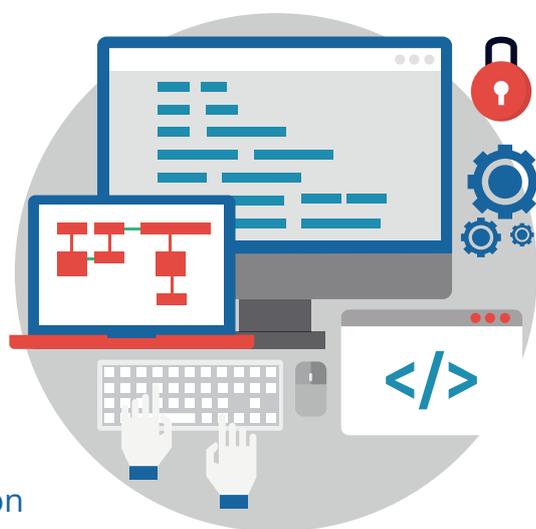
Database-class reliability and recovery



Support from 50+ systems and growing



History preservation and Process customization



Pre-requisites to run OpsHub Integration Manager

Supported Operating Systems

Windows

- Windows Server 2008 R2 and above (64 bit)

Linux

- RHEL 5.2 + (64 bit), RHEL includes Cent OS and Fedora

Database:

- MySQL Server, MS SQL, Oracle, HSQLDB

Supported System Versions



For the latest supported versions of the systems mentioned in the datasheet, refer [here](#).