



Salesforce REST API Quick Start

Overview

AgentSync is built on the Salesforce platform and allows for a variety of integration patterns. If you prefer to use a REST API for your integration, Salesforce provides a robust and well-documented REST API.

We have outlined some key details about how to manage AgentSync data using the Salesforce REST API. We recommend reviewing the extensive developer documentation that is available [here](#).

Authorization

We will configure a [connected app](#) within the AgentSync application and configure a service user within your account. Once you have received your credential details, you can authorize your application using one of the [supported OAuth Authorization flows](#).

Working with Data

Any data available on the AgentSync application is also available via API. Detailed information about how to work with data including examples are [here](#). All calls require an authorized access token obtained through a supported OAuth Authorization flow.

AgentSync Data Dictionary

Please review the attached AgentSync Data Dictionary for specific information about the Salesforce API names for AgentSync Objects and Fields.

Other Resources

The [Integration and APIs Developer Center](#) has a wealth of knowledge about the various integration options on the Salesforce platform.

We are here to help answer any other questions you may have. We also recommend leveraging the expansive Salesforce Developer Community through the [Developer Forum](#) for help on specific development questions.