

Setting up export from Mapp Engage to Salesforce

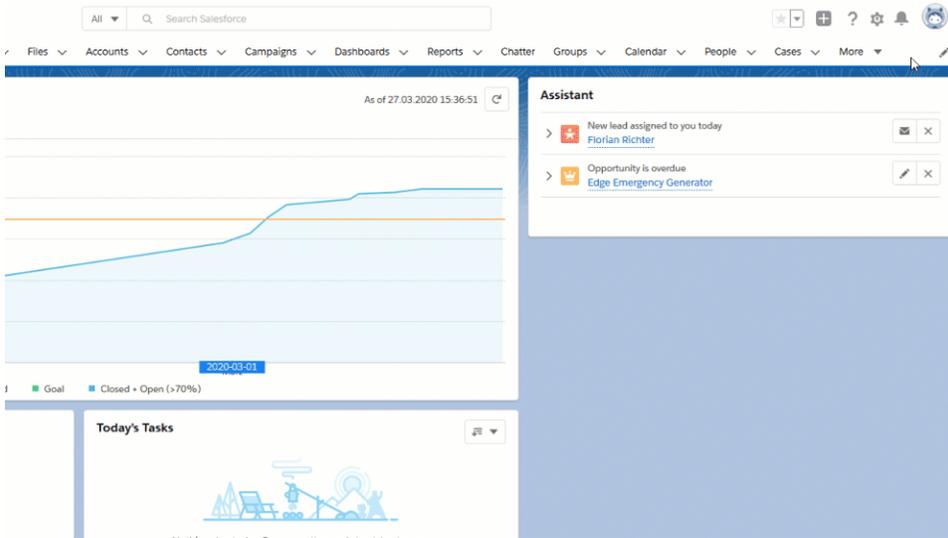


This document shows you, how to add Mapp Connect to your Salesforce pages.
This allows sending messages from Mapp Engage to Salesforce contacts.

Please note that this is an optional feature that has to be activated.

To proceed, you need an established connection to Salesforce.

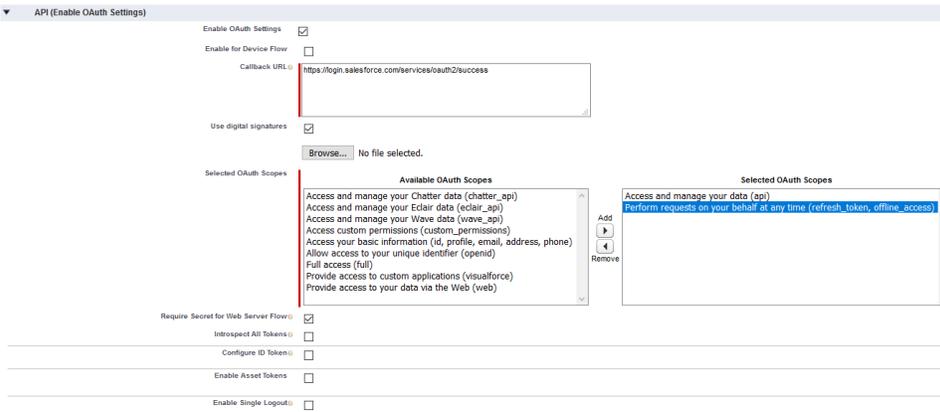
1. Go to the **Setup** page and search for **App Manager** and click "New Connected App"



2. Add Basic Information

A screenshot of the Salesforce 'App Manager' 'New Connected App' setup page. The page title is 'New Connected App' and it has 'Save' and 'Cancel' buttons. Under the 'Basic Information' tab, the following fields are filled out: 'Connected App Name' is 'Mapp Engage Export', 'API Name' is 'Mapp_Engage_Export', 'Contact Email' is 'florian.richter@mapp.com', and 'Contact Phone' is empty. The 'Logo Image URL' field contains the text 'Upload logo image or Choose one of our sample logos'. The 'Icon URL' field contains the text 'Choose one of our sample logos'. The 'Info URL' and 'Description' fields are empty.

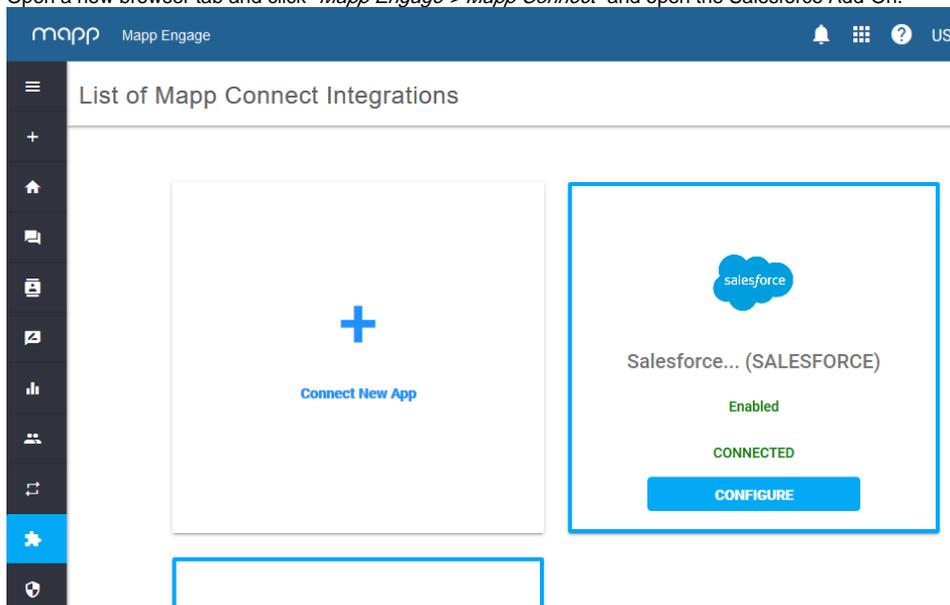
3. Go to **API (Enable OAuth Settings)**



- Enable settings
- Use the Callback URL "https://login.salesforce.com/services/oauth2/success" if you are using the standard cloud Salesforce instance.
- activate **Use digital signatures** and **Require Secret for Web Server Flow**
- select OAuth Scopes:
 - Access and manage your data (api)
 - Perform requests on your behalf at any time (refresh_token, offline_access)
- leave the page open and continue with the next step.

4. Upload digital signatures from the Mapp Connect Add-On.

- a. Open a new browser tab and click "Mapp Engage > Mapp Connect" and open the Salesforce Add-On.



- b. Generate the key and then download it.

Mapp Engage to Salesforce CRM connection

Consumer key _____

API user _____

Private key
 -----BEGIN PRIVATE KEY-----MIIEvQIBADANBgkqhkiG9w0BAQEFAASCBCkwwgSjAgEAAoIBAQCBeP6D1a2SPBrpf8 Copy key

Certificate
 -----BEGIN CERTIFICATE-----MIICmDCCAYCgAwIBAgIEUXUUFjANBgkqhkiG9w0BAQUFADAOMQwwCgYDVQQDEWN Copy key

Certificate file: mapp_connect_salesforce_certificate.crt

[GENERATE CERTIFICATE](#)

- c. Switch back to your Salesforce Browser-Tab and **Upload** the generated key and **save** the configuration.

Use digital signatures

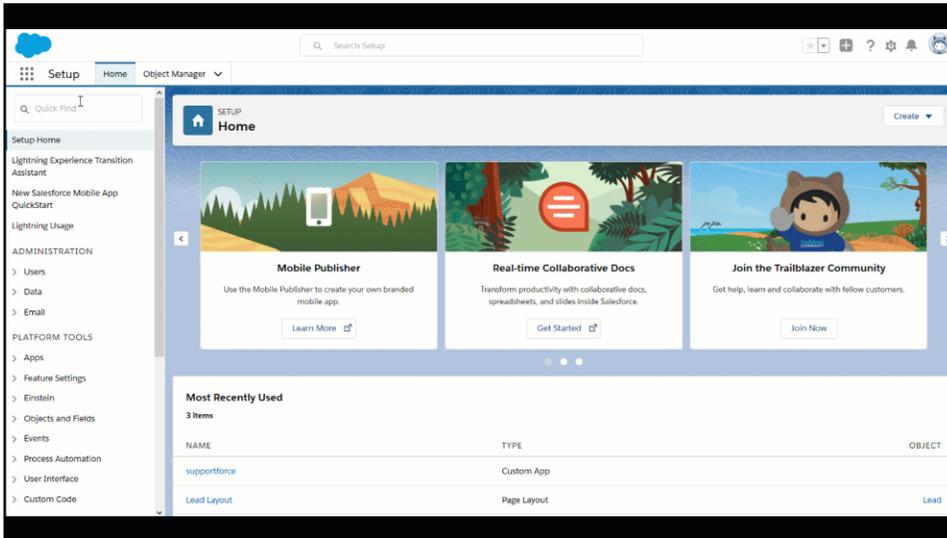
[Browse...](#) mapp_connect_salesforce_certificate.crt

5. Copy consumer key from Salesforce to Mapp Connect Salesforce Add-On.

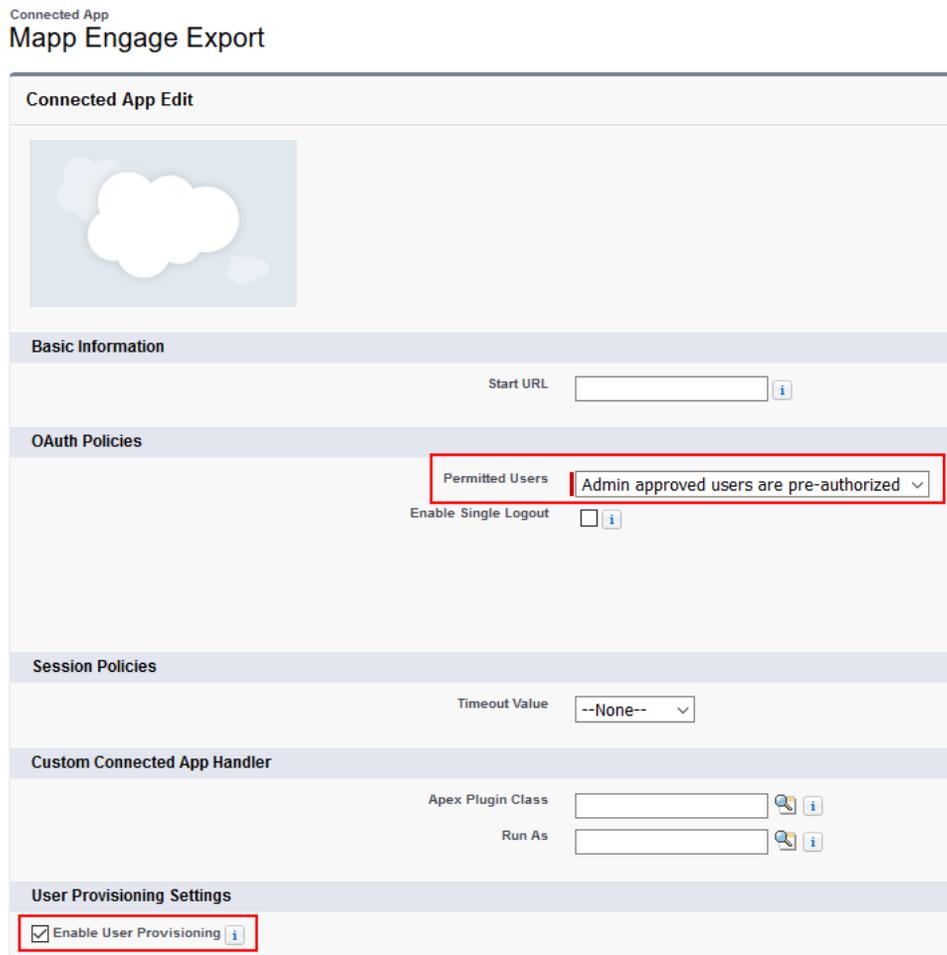
The image shows two side-by-side screenshots. The left screenshot is from the Salesforce 'Manage Connected Apps' page, showing details for 'Mapp Engage Export'. Under the 'API (Enable OAuth Settings)' section, the 'Consumer Key' is highlighted with a red box: `3MVG9wEVwV0C9eD.ZiRHqQXyCP1MUWhzhbOuwHvAHV9uALEXG2eX2cNWRZzKcpqjwryRyIk`. A grey arrow points from this key to the right screenshot. The right screenshot is from the Mapp Engage 'Add-On Settings' page, showing the 'Salesforce to Mapp Engage connection' section. The 'Consumer Key' field is also highlighted with a red box and contains the same key: `3MVG9wEVwV0C9eD.ZiRHqQXyCP1MUWhzhbOuwHvAHV9uALEXG2eX2cNWRZzKcpqjwryRyIk`.

Save setting in Mapp Engage.

6. Add permissions in Salesforce.
 - Go to **Manage connected Apps**
 - choose the App and **Edit Policies**.

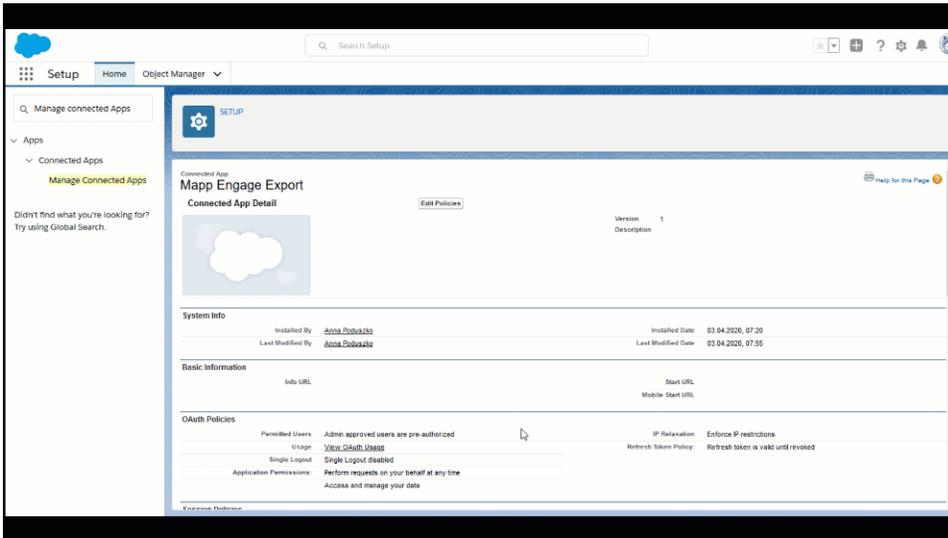


- Change Permitted user to 'Admin approved users are pre-authorized' and select 'Enable User Provisioning'.



- Save your configuration.

7. Click **Manage Profiles** on Connected App settings page



Select **'Marketing user'** and save.



[Marketing User](#)

8. Choose or create an API user and set a Marketing role.

- Click in Setup view *"Administration > Users > Users"*.
- Create new user (with the email that you have access to) or edit existing user
- set a **marketing role** and license **'Salesforce'** or add marketing role and license 'Salesforce' to user whose email will be pasted into integration.



9. Switch to Mapp Engage and **add the email address** as API user and save.

mapp Mapp Engage

Add-On Settings

Connection **Connected**

Integration ID
e282ac36-8203-49bb-89ae-26fa3a540ac0

Secret
** Please note: this secret will only be visible once. Copy this and save it for future use after regeneration.*

REGENERATE SECRET

Mapp Engage to Salesforce CRM connection

Consumer key
3MVG9wEVwV0C9ejD.Zi.RIHqQXYCPI1MUWhzhbOuwHvnAHV9uALEXGk2eX2jcXNIh2ZkfCpxprjwrjhyRrYik

API user
B_desh@mapp.com

Private key
-----BEGIN PRIVATE KEY-----MIIEvQIBADANBgkqhkiG9w0BAQEFAASCBAKcwggSjAgEAAoIBAQCzP6D1a2SPBrpf8 Copy key