

# TSANet Connect 2.0

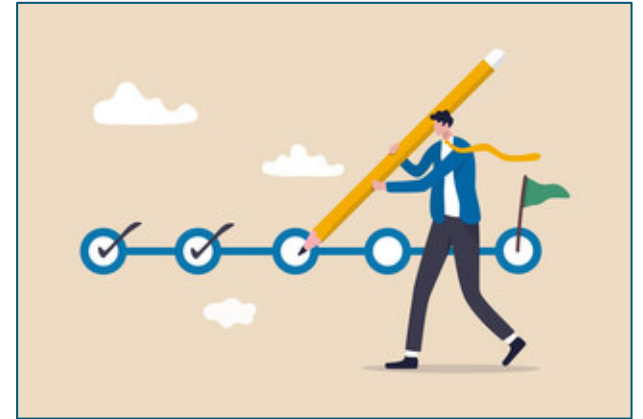
Q4 2023 Update

# TSANet Connect History

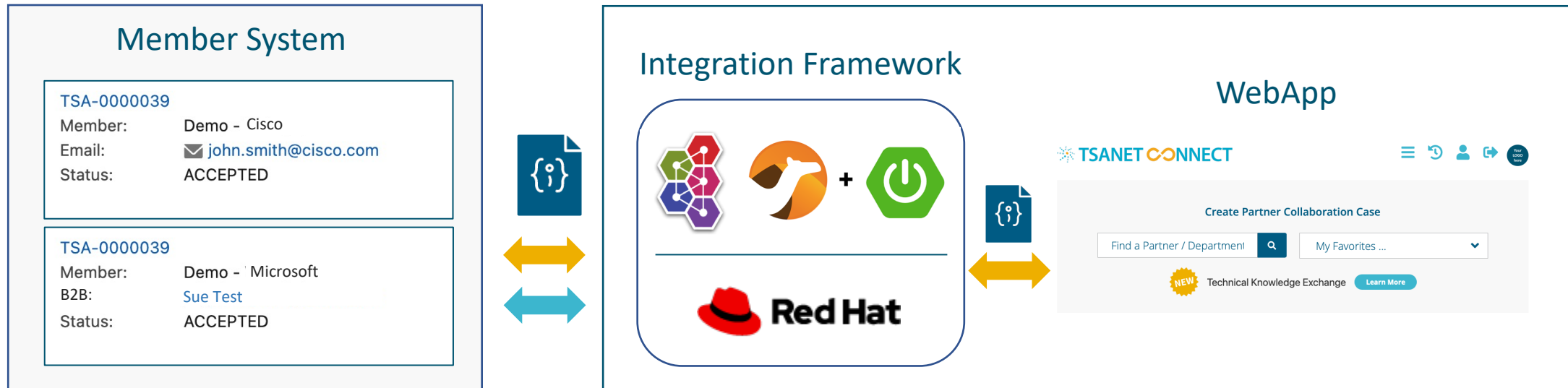


# TSANet Connect 2.0 Goals

1. Allow for the ability to collaborate with ALL 850+ members
2. Allow for integration flexibility (Integration Framework)
3. Provide new features (B2B Updates)
4. Demonstrate benefits of integration – User Experience, Compliance, Efficiency
5. Deliver API documentation and Salesforce Package


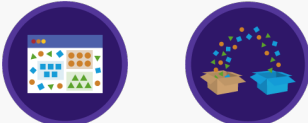


# TSANet Connect 2.0



Bi-directional **Create** with All Members  
**Create** and B2B Updates between Elite Members

# Integration Options

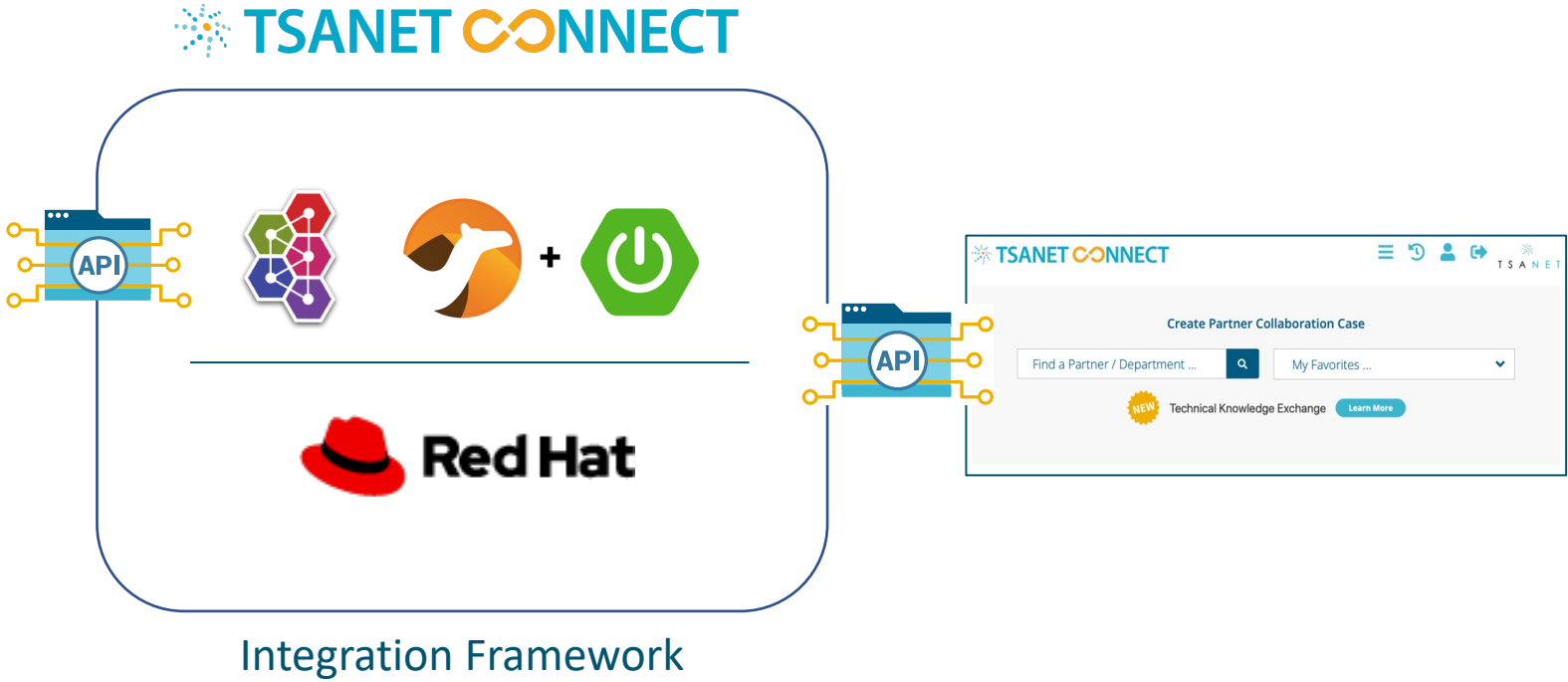
 

**Use Salesforce Packages**

**(A)** Work with TSANet on custom integration - Can use both TSANet and Member APIs

**(B)** Use the TSANet APIs and documentation to build the integration

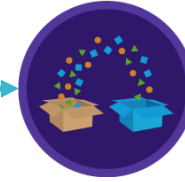
**Custom Integration**



# Salesforce Packages



Unlocked Package



Managed Package

2H2023

- ✓ Develop Integration Framework
- ✓ Develop Salesforce Package
- ✓ Demo and gather feedback from Members

1H2024

- ✓ Work with Elite Members to Integrate
- ✓ Enhance Framework and Salesforce package as needed

2H2024

- ✓ Continue work with Elite Members to Integrate
- ✓ General availability of Salesforce Managed Package

# Custom Integration

## Integration Framework



Collaborative Integration  
with Elite Members



## 2H2023

- ✓ Develop Integration Framework
- ✓ Create TSANet Connect Integration Guide
- ✓ Create TSANet Connect API Specification

## 1H2024

- ✓ Work with Lead Elite Members to implement
- ✓ Enhance Framework as needed

## 2H2024

- ✓ Update Integration Guide and API Specification
- ✓ Roadmap for other TSANet Connect Apps

# Salesforce Package



## TSANet Case Object

1. Uses TSANet APIs
2. Data from collaboration request
3. Inbound workflow to allow members to create or Link to a case and make initial response
4. Related Response Object used for initial response and updates
5. Has separate permissions to allow assignment to CS team or Managers

A screenshot of the Salesforce Service Console interface. The top navigation bar shows "Service Console" and "TSANet Cases". The main content area displays a "TSANet Case View" for case ID "TSA-0000009". The case details include "Information", "Priority Note", and "Initial response entitlement with". A "Response" section shows a list of "TSANet Responses (1)" with columns for Name, Engineer, Engineer Email, Engineer Phone, and Note. The response list contains one entry: "TSA-R-000003" assigned to "Sue Test" with email "tsanetdev2@appko.com" and phone "+1412848124824". The note for this response is "Our assigned engineer will contact you." The interface also shows a search bar and a list of other cases in the background.

Type	Case
Inbound	00001
Inbound	00001
Inbound	00001

Name	Engineer ...	Engineer Email	Engineer Phone	Note
TSA-R-000003	Sue Test	tsanetdev2@appko.com	+1412848124824	Our assigned engineer will contact you.



# Salesforce Package – LWC



## Lightning Web Component

1. Added to the Case Record
  2. Used to create new collaborations and track updates to existing collaborations
  3. All messages in the case feed
  4. Provides a consistent method for updates to Member
- ❖ Email uses Salesforce email to send an update to the Member
  - ❖ B2B will send messages to the member

The screenshot displays the Salesforce Lightning Web Component (LWC) interface for creating a Member Collaboration Case. It is divided into two main sections: a search and form area, and a list of existing cases.

**Search and Form Area:**

- Search for Member:** A search bar with the text "vm" and a dropdown menu showing results: "VMS Software, Inc.", "VMware", "VM2020 Solutions", and "Demo - VMware". A callout box labeled "Search for the Member" points to this dropdown.
- Create Member Collaboration Case Form:** A form with the following fields:
  - Case Owner:** Brit Johnson
  - Customer Account:** Express Logistics and Transport
  - Member Case #:** 00001039
  - Customer Contact:** Josh Davis
  - Case #:** (empty)
  - Priority:** Please choose a priority. (dropdown menu)
  - Subject:** Cisco Switch is down
  - Description:** I need to collaborate on t... (text area)

A callout box labeled "Form auto-populates data based on related Case. Engineer fills in other fields as needed" points to the form fields.

**Cases List:**

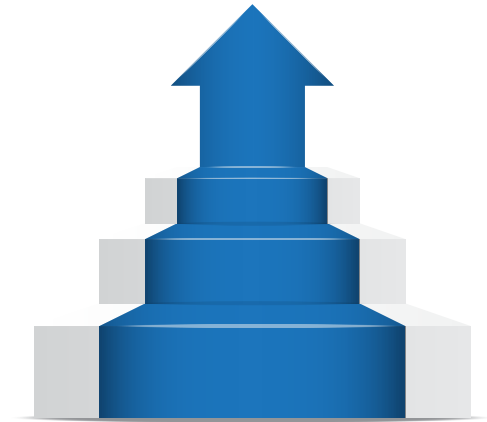
- TSANet Cases (1):** A list of cases with a "New" button.
  - TSA-0000039:** Member: Demo - Cisco; Email: john.smith@cisco.com; Status: ACCEPTED

A dashed blue arrow points from the "TSANet Cases (0)" header to the "TSANet Cases (1)" header, indicating the transition from an empty list to a populated one.



# Next Steps for TSANet

1. Complete features such as support for custom fields
2. Demo and Beta access to get Member Feedback
3. Deploy environments (DEV, BETA, PROD)
4. Complete Integration Guide and API Specification



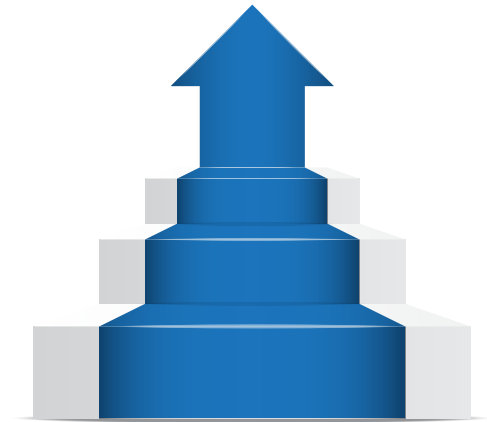
# Next Steps for Members

## Members with Salesforce

- Get involved in the Beta
- Plan for implementation in 1H2024

## Members with other systems

- Contact TSANet to discuss integration options
- Plan for implementation in 1H2024



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