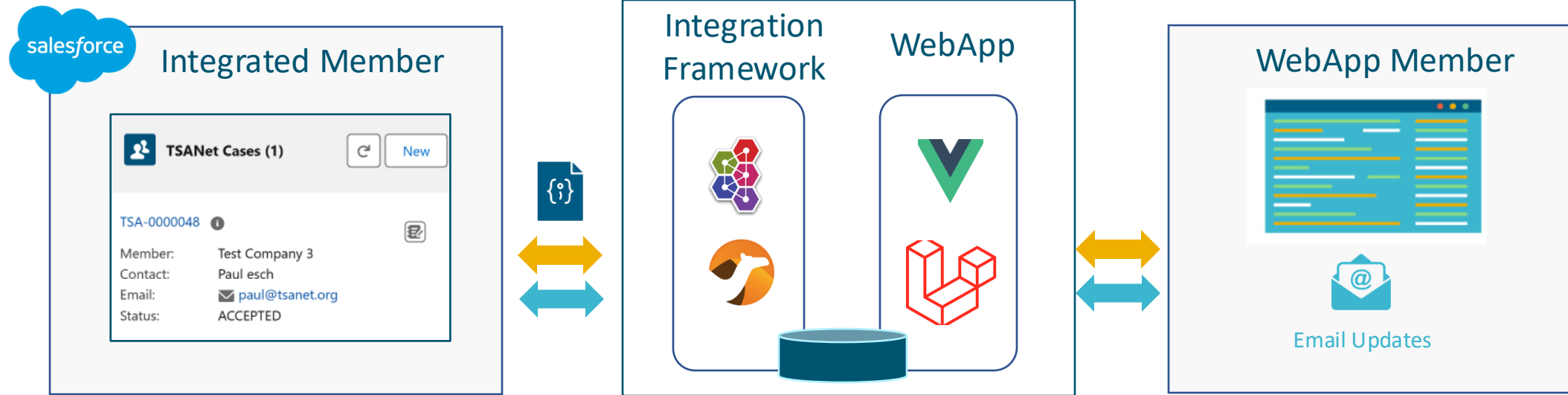


# TSANet Connect 2.0

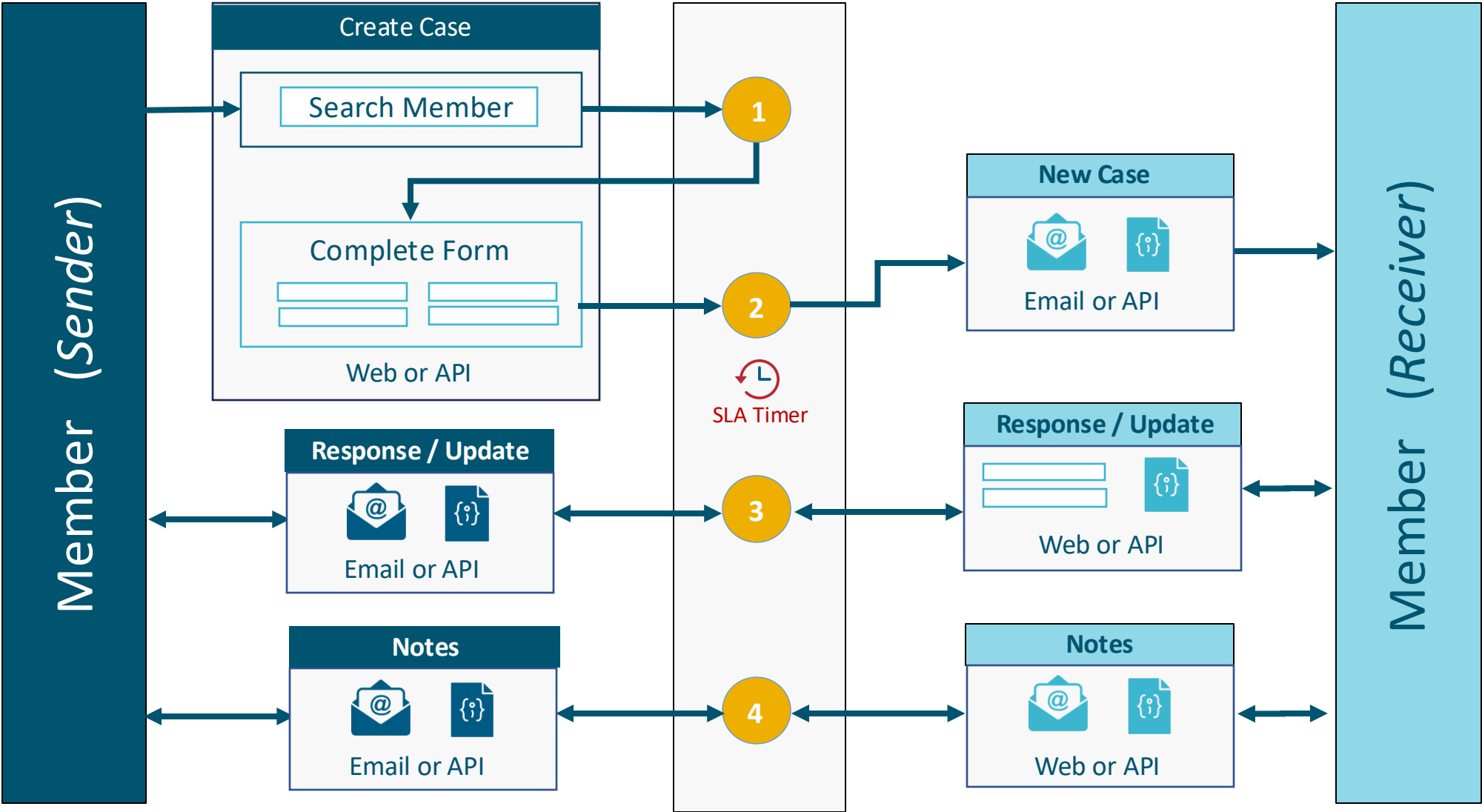
Salesforce Package

# TSANet Connect 2.0 Overview



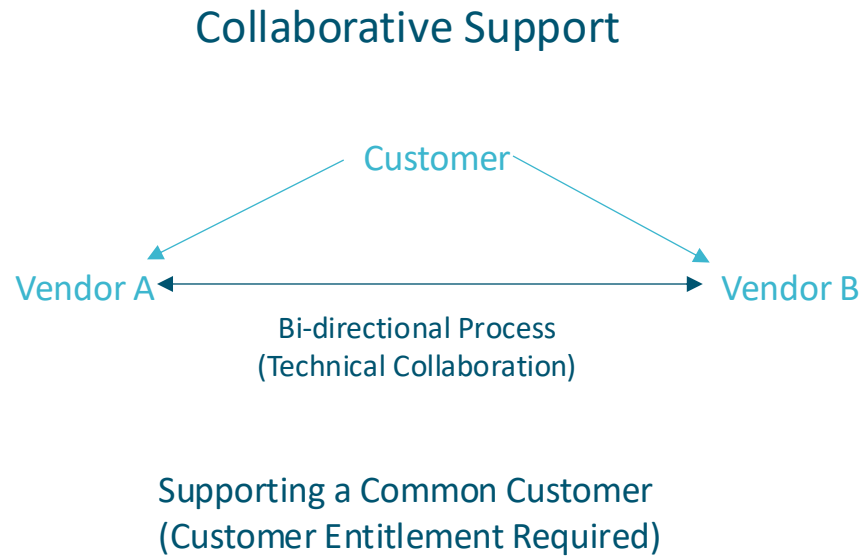
Bi-directional **Create**, Notes and Case Updates with All Members

# Connect 2.0 - Collaboration Process

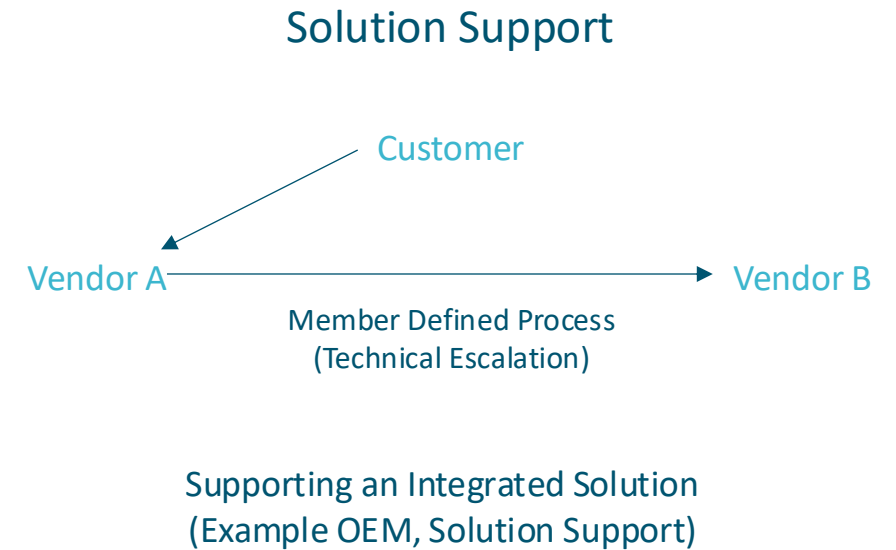


# Support for all Partner Models

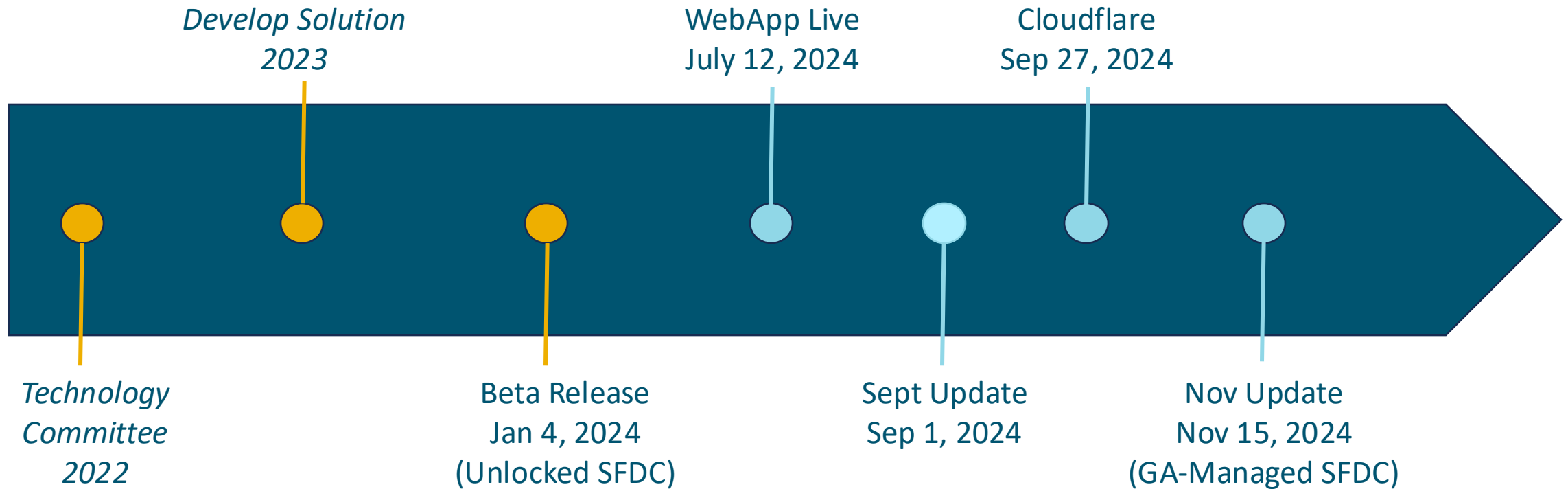
## Collaborative Support Model



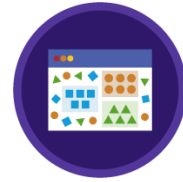
## Solution Support Model



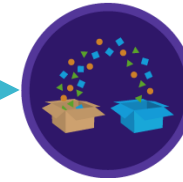
# TSANet Connect 2.0 Timeline



# Salesforce Package



Unlocked Package



Managed Package

2H2023

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

1H2024

- ✓ Work with Elite Members to Integrate (Red Hat and IBM)
- ✓ Enhance Framework and Salesforce package as needed

2H2024

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

# Managed Package



1. General Availability Nov 15, 2024
  - Early access Sept 26 for Beta Members
2. Uses TSANet APIs (improved based on feedback from Beta Members)
3. Complete solution with UI elements
4. Introduces Flow Actions so Members can create custom UI Elements and workflows designed for their Case Process

# Salesforce Package



Service Console | TSANet Cases | 00001040 | Case | TSA-000048 | TSANet...

TSANet Case  
**TSA-000048** [+ Follow](#)

**Details**

General Information

Case	Owner
<a href="#">00001038</a>	<a href="#">Mister Manager</a>
TSANet Case	TSANet Caseld
TSA-000048	2533
Priority Note	Status
Priority 2 (4 hours)	ACCEPTED
Type	Priority
Outbound	MEDIUM
Summary	Request Date
Beta Test Jun 19	6/19/2024, 5:38 PM
Description	Response SLA
	6/19/2024, 9:38 PM
	Token
	u0LgPEve5Um9F20nMn

Member Information

**TSANet Responses (1)**

[TSA-R-000019](#)

Note: Our assigned engineer will contact you.

[View All](#)

**TSANet Notes (2)**

[N-00029](#)

Summary: new outbound note  
Description: from SFDC

[N-00030](#)

Summary: new note from WebApp  
Description: testing

[View All](#)

## TSANet Case Object

1. Uses TSANet APIs
2. Inbound workflow to allow members to create or Link to a case and make an initial response
3. Related Response Object used for initial response and updates
4. Related notes for bi-directional note exchange
5. Has separate permissions to allow assignment to CS team or Managers



# Salesforce Package – LWC



## Lightning Web Component

1. Can be added to the Case Record (or could be part of flow action)
2. Used to create new collaborations and track updates to existing collaborations
3. All notes and updates sent to the case feed
4. Destination Member could be integrated Member or WebApp Member (no change in functionality)

TSANet Cases (0) [New](#)

Create Member Collaboration Case

Search for Member

Q vm

VMS Software, Inc. [Search for the Member](#)

VMware

VM2020 Solutions

Demo - VMware

Create Member Collaboration Case

Case Owner: Brit Johnson

Customer Account: Express Logistics and Transport

Member Case #: 00001039

Customer Contact: Josh Davis

Case #:

\* Priority: Please choose a priority.

Subject: Cisco Switch is down

\* Description: I need to collaborate on t...

Form auto-populates data based on related Case. Engineer fills in other fields as needed.

Back Submit

TSANet Cases (1)

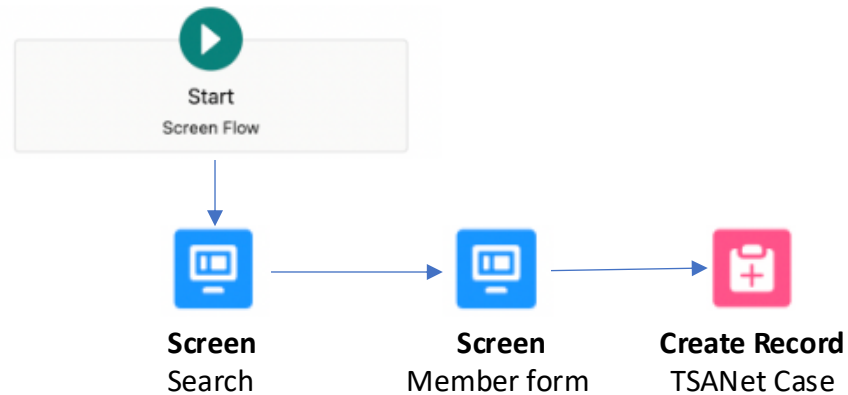
TSA-0000039

Member: Demo - Cisco

Email: john.smith@cisco.com

Status: ACCEPTED

# Salesforce Package – Flow Actions



1. Used to create custom UI elements and workflow
2. Provides members with the ability to use the managed package and add to existing screens
3. Configure custom inbound or outbound workflows

# Next Steps for Members

## Setup your Sandbox to TSANet Beta Environment (NOW)

1. Install in sandbox and answer questions (TSANet + Member).
2. TSANet Salesforce developer is available for assistance.
3. Test cases used to validate end-end process flows.



## Production Deployments (Nov-Dec)

1. When ready to move to production (TSANet + Member)
2. Functionality in Salesforce could be limited to a set of pilot users if needed
3. WebApp remains available (Both can be used at the same time)



