



Publish Content Directly to Salesforce with MadCap Flare

What Is Salesforce Connect?

Salesforce Connect is a new plugin that integrates Salesforce to MadCap Flare, letting authors publish single sourced content directly to Salesforce Knowledge. The plugin provides seamless integration of data across system boundaries by letting your users search and view Flare authored content within Salesforce.

With Salesforce Connect, You Can:

✓ PUBLISH CONTENT DIRECTLY INTO SALESFORCE

With Salesforce Connect, authors can now take the content in Flare and publish directly to Salesforce Knowledge. In MadCap Flare 2017 r2, we've extended the capabilities of the publishing destination feature, giving you the option to publish Clean XHTML outputs directly to Salesforce as Articles.

✓ REDUCE TIME SPENT ON AUTHORING

For authors looking to add their help files to Salesforce Knowledge, the lack of a robust authoring platform in Salesforce makes it challenging to create or import structured content. With Salesforce Connect, authors can save hours of work manually copying and pasting content from Flare (or another source) into Salesforce.

✓ CONTROL THE LOOK AND FEEL OF CONTENT

No need to manually reformat content in Salesforce every time a change is made. Update your content from Flare and let the plugin do the work of importing and maintaining your style for you.

Key Features

- » Set a destination file in MadCap Flare to publish Clean XHTML output directly to Salesforce
- » Set metadata for Salesforce Articles in MadCap Flare (Article Type, Categories, Title, Summary)
- » Create new or import existing help files to Salesforce
- » Add images to Salesforce Knowledge Articles from Flare

How To Publish To Salesforce:

- » Create a Clean XHTML target in Flare
- » Create a publishing destination in Flare so that your Clean XHTML output is published directly to Salesforce
- » Log into Salesforce Knowledge using your credentials in the Flare publishing destination
- » Select the article type and other options that are fed from your Salesforce knowledge account
- » Publish your output to Salesforce

Pricing

Pricing is on a subscription basis for \$200 per month, per user with an annual commitment required. Only users publishing content directly to Salesforce require the plugin.

For questions on pricing and licensing, contact sales@madcapsoftware.com or call +1-858-320-0387.

Purchase Individual License(s)

VIEW STORE →

Purchase MadCap Authoring and Management System (AMS)

VIEW PRICING →



The Salesforce integration in Flare is outstanding. It's easy to configure and publishing content direct to Salesforce is seamless.

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For more information, visit:

www.madcapsoftware.com/products/flare/salesforce-connect-plugin/