

AUTONOMY

Salesforce Application Pack - Technical Overview



Implementation model for Salesforce-bound Autonomy capabilities.

Sirvisetti - Autonomize Your Business

Connect. Automate. Autonomize.

Technical resolution path

From request to Salesforce execution and evidence.



Technical configuration areas

What the implementation must define.

Organizations

Salesforce orgs and sandboxes.

Environments

Sandbox, QA, production and other targets.

Identity mappings

Autonomy identity to Salesforce user or integration identity.

Interfaces

Approved APIs, named credentials or adapters.

Policies

Capability and execution constraints.

Evidence

Request, decisions, target, result and verification.

Governance before execution

Prevent direct uncontrolled agent-to-Salesforce access.

01

Resolve caller and authority before selecting implementation.

02

Select the Salesforce org/environment explicitly.

03

Use active version and approved binding.

04

Record execution evidence sufficient to reconstruct the request.

Initial Salesforce capability matrix

Planning-oriented coverage view.

Business Capability	Application area	Business Pack	Status
Retrieve Customer / Account	Account	Sales	Planned
Retrieve Contact	Contact	Sales / Service	Planned
Show Open Opportunities	Opportunity	Sales	Planned
Create Customer Case	Case	Service	Planned
Retrieve Case Status	Case	Service	Planned
Update Case Status	Case	Service	Planned
Prepare Customer Summary	Account / Opportunity / Case	Sales / Service	Planned
Show Overdue Follow-ups	Task / Activity	Sales / Service	Planned

Planning-oriented coverage; availability and certification require product validation.

Ready to autonomize your business?

Talk to Sirvisetti about one meaningful business capability.

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