

Alert Link Setup Guide

This guide will help you install and configure Alert Link, which connects Samsara alerts to your Salesforce automations.

Prerequisites

1. Samsara administrator access
2. Salesforce administrator access

Step 1: Install Alert Link from AppExchange

1. Go to the [Alert Link listing](http://sfdc.co/alertlink) on Salesforce AppExchange at <http://sfdc.co/alertlink>.
2. Click "Get It Now" and follow the installation wizard.
3. Choose "Install for All Users."

Step 2: Assign Permissions

1. From Salesforce Setup, go to Users > Permission Sets.
2. Select the "Alert Link Manager" permission set.
3. Click "Manage Assignments" > "Add Assignments."
4. Select users who need to configure Alert Link and click "Assign."

Step 3: Create a Salesforce Site

1. From Setup, search for "Sites" and select "Sites."
2. Register a domain if you haven't already.
3. After domain registration completes, click "New" to create a site.
4. Enter a Site Label (e.g., "Alert Link") and Site Name.
5. Set Status to "Active."
6. Save the site.

Step 4: Configure Site Access

1. From the Sites page, in the "Site Label" column, click your new site name.
2. Press the button labeled "Public Access Settings."
3. Under "Enabled Apex Class Access," click "Edit."
4. Add "WebhookRESTResource" to the enabled classes.
5. Save your changes.
6. Copy the Site URL from the detail page; you'll enter it in step 5 below.

Step 5: Set Up a Webhook in Samsara

1. Log in to your Samsara dashboard.

2. Navigate to Settings > Developer Resources > Webhooks.
3. Create a new webhook with the following settings:
 - a. Payload URL: Your Salesforce Site URL plus `/services/apexrest/alertlink/webhook/v1` (Example: <https://yourcompany.my.site.com/services/apexrest/alertlink/webhook/v1>)
 - b. Configured Alerts: Choose the triggers for the alerts you want to send to Salesforce
4. Copy the generated Secret Key; you'll enter it in step 6 below.
5. Save the webhook configuration.

Step 6: Configure Alert Link Security Settings

1. In Salesforce, go to the App Launcher and find "Alert Link."
2. Click on the "Application Settings" tab.
3. Check "Enable Signature Verification" (recommended).
4. Enter the webhook Secret Key from Samsara.
5. Click "Save Settings."

Verify Setup (Optional)

To verify that your setup is working correctly, you could create a new Flow from the included Flow template, "AlertIncidentToCase." This Flow is provided solely for testing and inspiration, and creates Salesforce Case records from Samsara alert incidents.

1. Use the sample Flow, "AlertIncidentToCase," included in the package:
 - a. From Setup, go to Flows.
 - b. Locate the "AlertIncidentToCase" Flow template.
 - c. Open the Flow and click "Save As New Flow" to create a copy.
 - d. Activate your copy of the Flow.
2. In Samsara, trigger an alert incident that matches your webhook configuration, for example: sign in or out of the Samsara Driver App.
3. Check your Salesforce Cases - you should see a new Case created with details from the Samsara alert.
4. Once verification is complete, deactivate the test Flow if you don't want to continue creating Cases from alerts.

Next Steps

With Alert Link successfully configured, you can now:

1. Create custom Flows to listen for Alert Incident (AlertIncident__e) platform events from Samsara.
2. Build custom reporting on Samsara alerts.
3. Integrate Samsara alerts with your Salesforce automations.

Need Help?

Please see [How To Get Support for Salesforce Labs Created Applications](#).