

Dialo is a Salesforce-native workforce management solution deployed as an AppExchange managed package. It operates primarily within the Salesforce trust boundary and has passed Salesforce’s comprehensive security review. The application makes a single, secure API call to a web service hosted by Nixtla, used exclusively to support AI forecasting functionality, ensuring all data exchange complies with Salesforce and enterprise security standards.

Resource Efficient

Dialo is optimized to minimize use of shared platform resources such as scheduled Apex and data storage.

Secure by Design

Forecast generation leverages a single external API hosted by Nixtla (<https://www.nixtla.io/>). No PII or sensitive data ever leaves Salesforce — only numeric time-series data representing historical contact volumes is transmitted.

Minimal Data Footprint

Aggregate metrics are stored in standard objects, while raw data is stored in Big Objects for scalable, cost-efficient retention. No PII or sensitive data is synchronized. Supported editions (Enterprise, Performance, Unlimited, and Developer) include storage for up to 1 million Big Object records.

Decoupled Architecture

Dialo does not use triggers on standard objects, and does not modify Service Cloud data. Data synchronization runs asynchronously via bulk-ified Apex jobs using Change Data Capture (CDC). Jobs can be scheduled during off-peak hours and consume at most 2 of the 100 available scheduled jobs.

