Lightning For Gmail (LFG)

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Overview

In this section, you will discover how to install LFG module and how to use it, in particular:

- How to synchronize contacts from Gmail to Salesforce
- How to synchronize events from Gmail to Salesforce and form Salesforce to Gmail
- How to send emails from Gmail to Salesforce
- How to create Accounts from Gmail to Salesforce

Integration between Salesforce and Gmail / Google Calendar was done in the past with a solution called Cirrus Insight (end July 2017). This solution is not giving satisfaction to a lot of users mainly for performance reasons. Lightning for Gmail is a solution provided directly from Salesforce (cost included in the licence cost) that provides similar features in a more efficiently way.

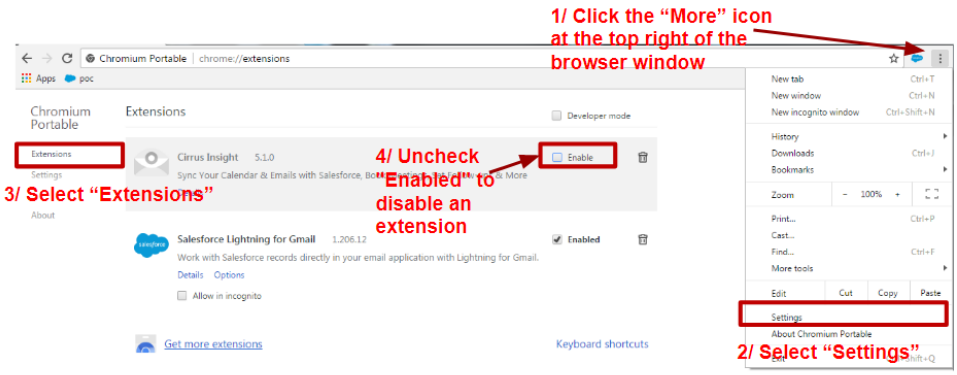
This feature is only available for full Salesforce licences, not for Community licences.

Concerned profiles:

ALL

Step By Step

First ensure Cirrus Insight is not running

To avoid feature overlapping, please check that Cirrus Insight extension is either not installed or deactivated on your Chrome Browser. If you are a Cirrus user, please deactivate the plugin rather than uninstall it. You should receive an email from Cirrus to notify you that the sync has been stopped.	
Check full documentation: https://docs.google.com/presentation/d/1apDD4Vs67ajMvCZiKuAfJJ_3Krq24FzAZm5XkFlfTiw	

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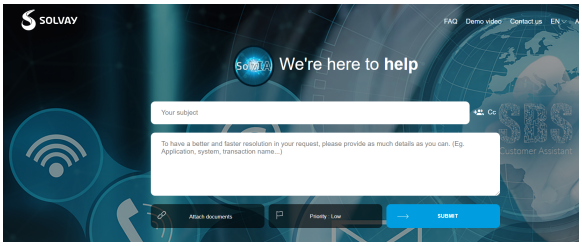
Need help?

- Chatter
- Activity: Send an email from Gmail to Salesforce (Lightning For Gmail)
- Contact: Create a contact in Salesforce and from Lightning for Gmail
- Activity: Create a customer visit in Salesforce and from Google Calendar (Lightning For Gmail)

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : https://solvia.solvay.com/



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