



Elegant MicroWeb
Delivering the Value of Technology

Case Study

Smart Watch App with Salesforce Integration



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Case Study

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The Client

Client provides CPQ & Contract Management Solutions in the Salesforce1 platform and is based out of the USA, UK, India, and Australia.

The Objective

Client has developed SaaS-based solutions on the Salesforce1 platform and provides CPQ (Configure Price Quote), Contract Management, and Revenue Management solutions.

As the client's products are based on the Salesforce1 platform and the salesperson is one of the most important users of their systems, the client wanted to have an Apple Watch (iWatch)-based smart watch application to notify them and provide them quote approval workflow on the go.

A great many challenges were involved:

- Provide a streamlined, hassle-free, and easy-to-use interface on the Apple Watch (iWatch)
- Challenges associated with designing a user interface and user experience for a small screen and limited interaction available with the smart watch
- Synchronizing the execution of a mobile app, iWatch app, and Salesforce1. Maintaining execution sequence is important, as any sequence failure will stop the iWatch app from rendering data from the Salesforce1 platform
- WatchKit extension cannot execute the Salesforce1 authentication workflow, so alternate authentication has to be implemented
- Rendering pie, bar, and line charts on the iWatch app with details and history
- Implementing standard layout that can render accurately on 38mm and 42mm iWatch size since WatchKit does not use auto-layout



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The Solution

After understanding the client's requirements and various technical challenges within application development and keeping in mind the client's commitment to maintaining high quality, the smart watch app development experts at Elegant MicroWeb created a functional and technical roadmap for app development.

Working in close coordination with the client's business team, the Elegant MicroWeb team successfully completed an iWatch-based smart watch app with integration with the Salesforce1 platform within just three weeks.

The key tasks/features:

- Understanding and feasibility for WatchKit and Salesforce mobile SDK for iOS
- Implemented various WatchKit interfaces, such as glance interface, notification interface, and standard interface
- Implement OAuth token implementation for authentication with the Salesforce1 platform
- Mechanism to push and pull data from Salesforce1 to display on the iWatch app and vice versa
- Manage connectivity and synchronisation between the mobile app, iWatch app, and Salesforce1 platform
- Implementing request for quotation workflow

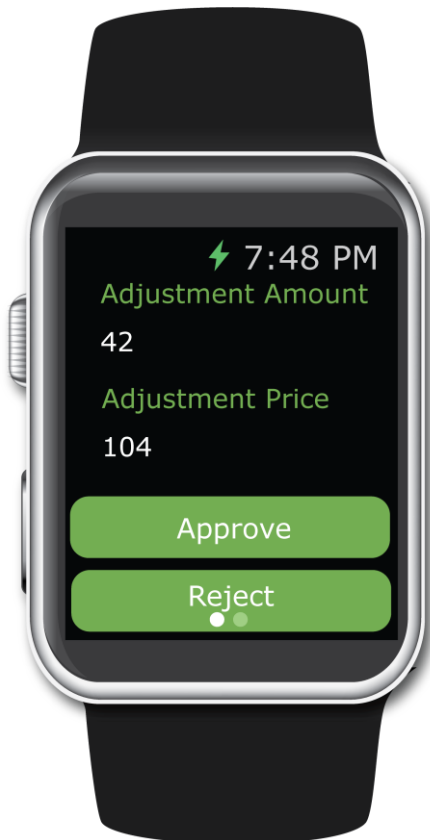
- Implementing YoChartImageKit chart library to show charts on the iWatch app
- Interactivity on iWatch for accepting and rejecting a request for quotation





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The Technology

- **iOS:** iOS 8.x
- **Devices:** iPhone 4S, iPhone 5S, iPhone 5C, iPhone 6, iPhone 6+ iWatch size 38mm and 42mm
- **Other:** Salesforce1 platform, WatchKit, Salesforce Mobile SDK for iOS, oAuth, YoChartImageKit

Conclusion

The Elegant MicroWeb team from India worked closely with the client's business team for technical feasibility and user experience design and then worked on architecture design, development, and testing to complete the project within three weeks. Having this application rolled out in record time has helped the client complete the first phase of its iWatch app and retain a technical edge in the marketplace.



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Contact Us

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