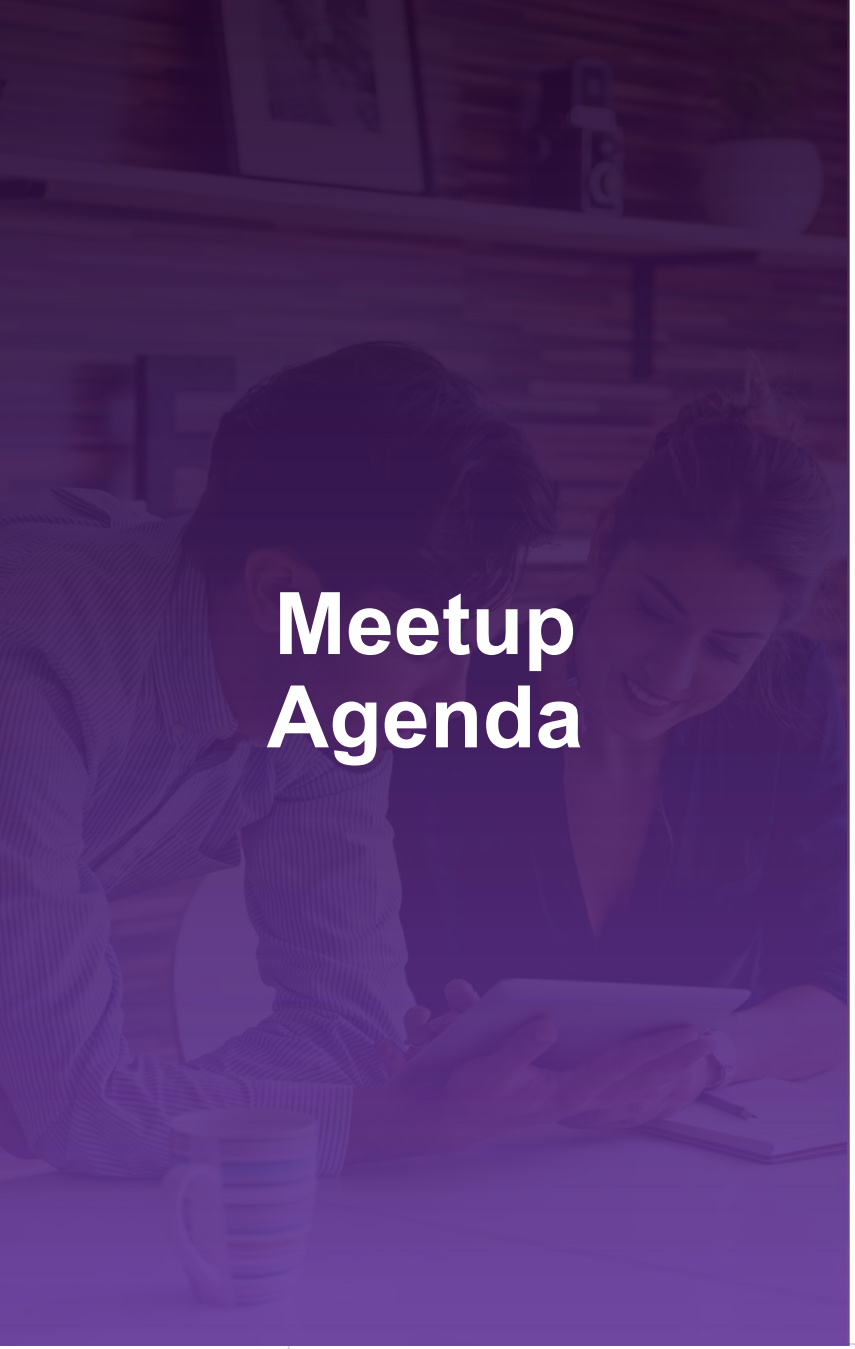
Americas Virtual Meetup #11

Engineering, MQ, & App Builder

September 14, 2022



Meetup Agenda

1. Welcome & Introductions
2. Meetup Format / Schedule
3. Outline of Today's Session
4. Technical Presentation
5. Q&A / Feedback

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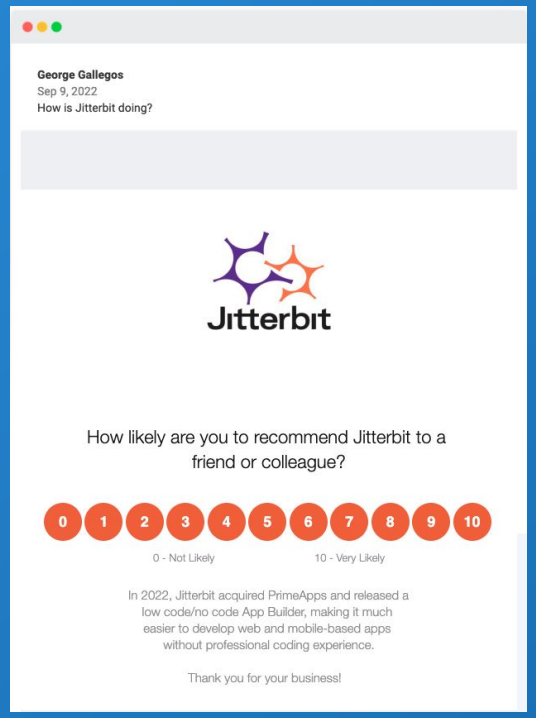
SCHEDULE



Previous Virtual Meetup available on Success Central:

- Advanced Resources >> Jitterbit Customer Workshops

Agenda for September 14:

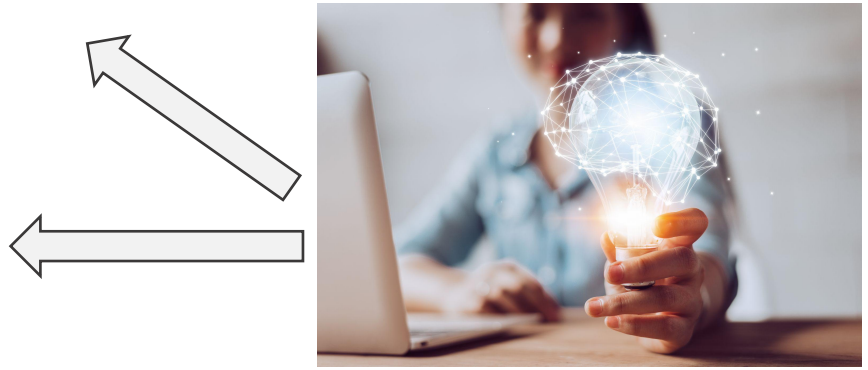
- **Engineering development update - Manoj Chaudhary**
- **Intro to Message Queuing - Tomydas Pall**
- **App Builder - Jaime Delgado & Mayank Bhasin**

Event Schedule:

- Next: December 21, 2022
  - **What should we cover? What would be valuable?**

Topics/Themes:

- Enablement, Best Practice & Top Tips
- Product Demos
- Cloud Studio & API's
- Real-time Dashboards
- System Monitoring



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Jitterbit Presents
App Builder Hackathon

Next September Event!

Virtual App Builder Hackathon

Sept 20th & 21st

When: September 20th & 21st

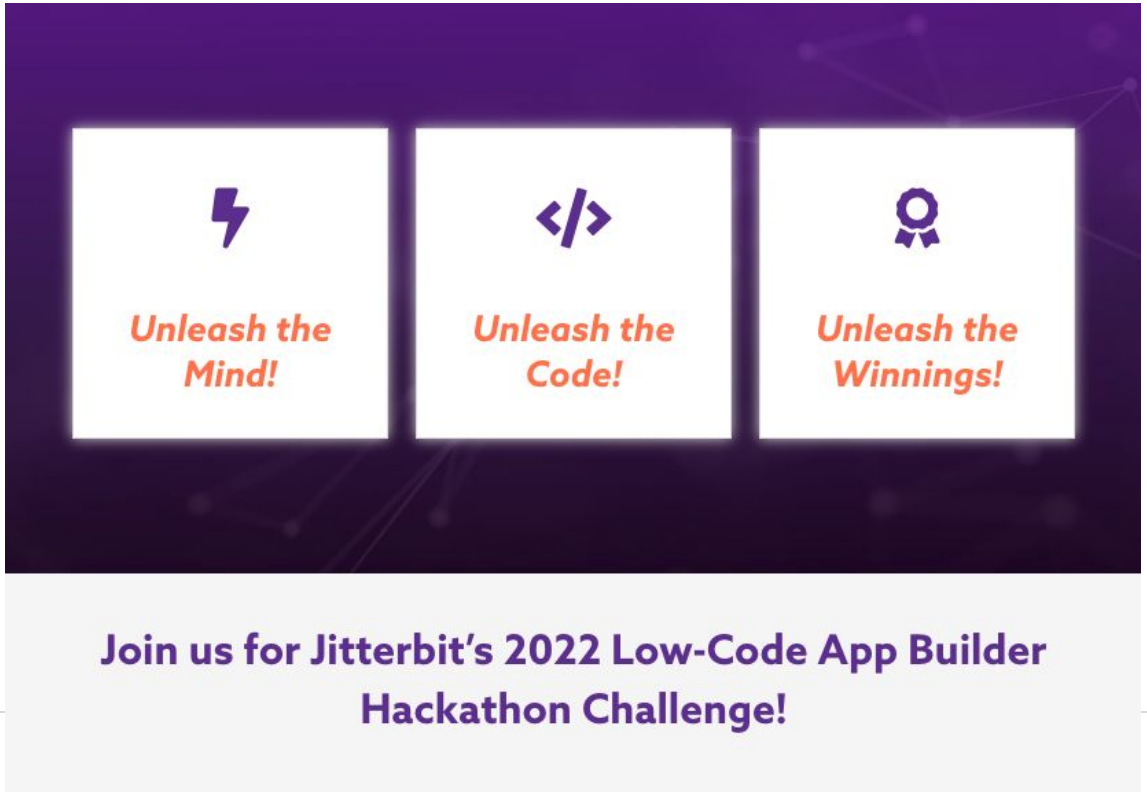
First ever **Low-Code App Builder Hackathon**!

https://www.jitterbit.com/low-code/jitterbit-hackathon

Lunch, prizes, good conversation and lots of fun.

Participation entitles you to a $50 Doordash lunch credit, Jitterbit Hackathon swag and a chance to win prizes for you and your company.

Ask your CSM info to register - Pick either 9/20 or 9/21 when you register



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TODAY'S SPEAKERS

PROFILE

Manoj

CTO & SVP of Engineering

Manoj Chaudhary is the Chief Technology Officer and Senior Vice President of Engineering, leading the technical side of product strategy as well as technology development and operations. Prior to this role, Manoj involved with Jitterbit as a technical adviser, helping to guide the company's pioneering transition to a multi-tenant cloud architecture.

Manoj has previously worked as CTO and VP of Engineering for Loggly and Tenfold and served as Director of Engineering at Cast Iron Systems leading up to and following its acquisition by IBM.

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Harmony

- Harmony deployed in 3 geographical locations NA, EMEA, and APAC
- Each Geo has redundancy built with multi-region deployment
- Infrastructure is primarily containerized
- Millions of lines of code, 1000’s of containers, 100’s of VMs
- Code gets deployed to production after every sprint

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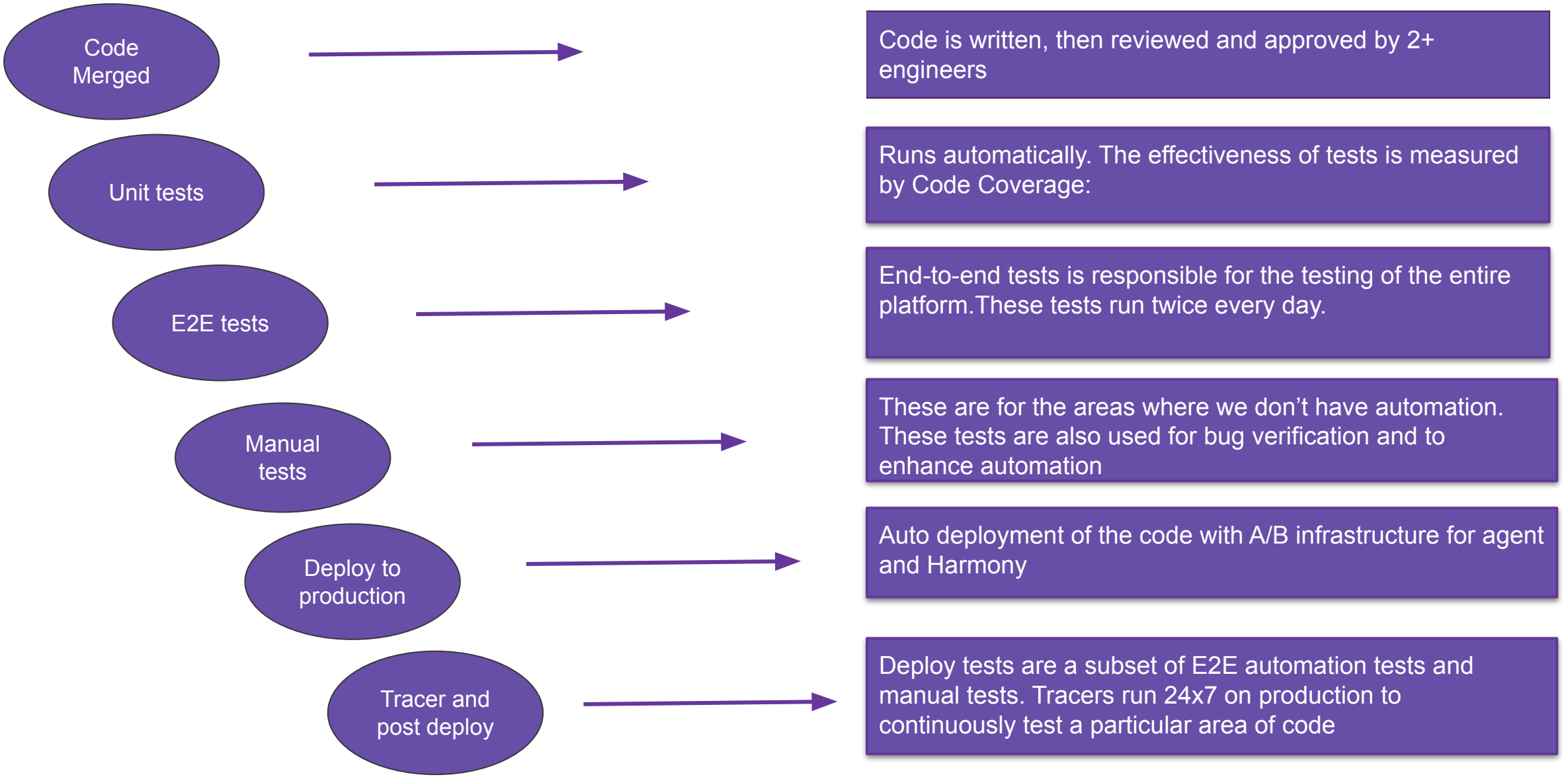
Software Lifecycle at Jitterbit



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TODAY'S SPEAKERS

PROFILE

Tomydas Pall

SENIOR PRODUCT MANAGER

Tomydas is a product manager in Jitterbit and is responsible for Jitterbit Platform, API Manager, Analytics, and Product Partnerships.

Tomydas has extensive experience in Cloud/Enterprise product management, Business Intelligence, System Integration, and ERP/CRM.

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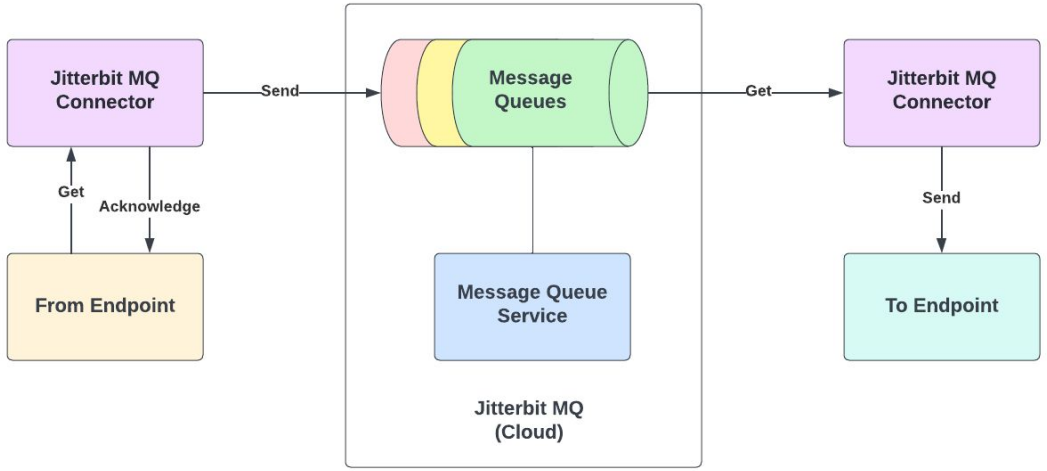
Jitterbit Message Queue (Jitterbit MQ)

Jitterbit MQ

- A cloud based multi-tenant messaging queue service made available on the Harmony Platform

Capabilities

- Queue Creation and Management
  - Message queue types - Classic and Quorum queues
  - Configurable queue options - TTL, Length, size, etc.
  - Single/bulk message processing
  - Acknowledgements - Auto, Explicit and Nack
  - Point to Point messaging
- Cloud Studio Integration
  - Built-in Jitterbit MQ Connector
  - Endpoint access to Message Queues
  - Supports Get, Send and Acknowledge
- Security
  - Queues scope segregated by Environment
  - Endpoint Access to queues secured by Authentication tokens
  - Message encryption during transit and at rest



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Jitterbit Message Queue (Jitterbit MQ)

Jitterbit MQ Administration

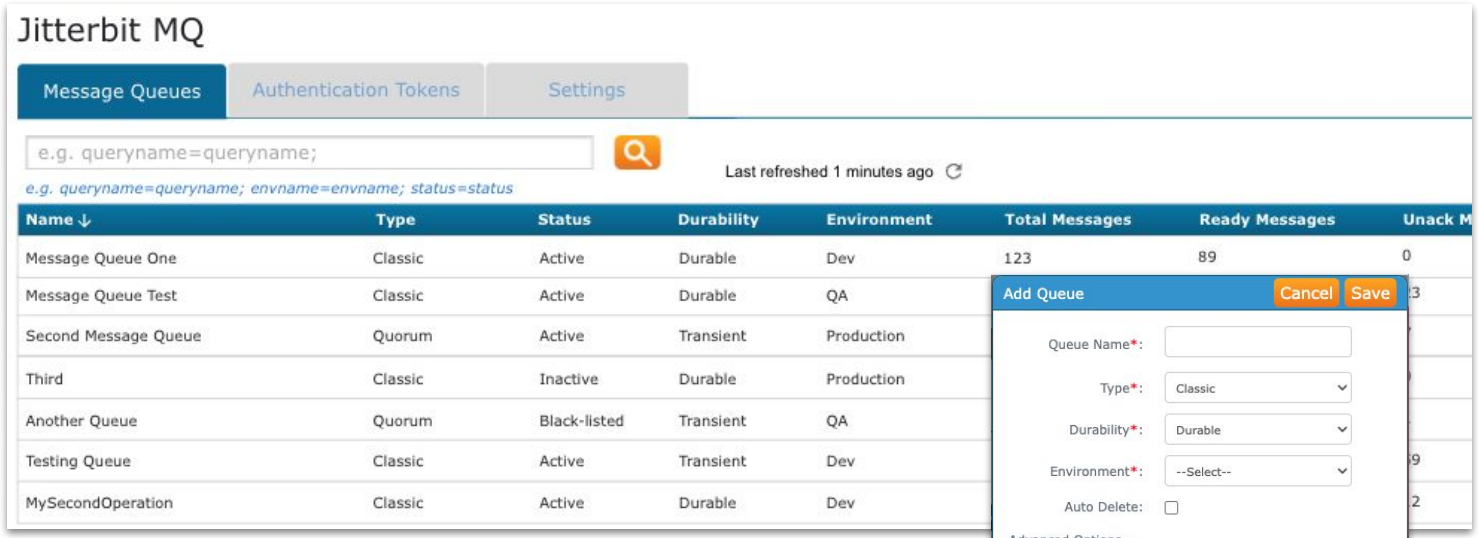
- Via Management Console
  - Environment level messaging access
  - Administer Queues, Tokens, etc.
  - View stats on queues

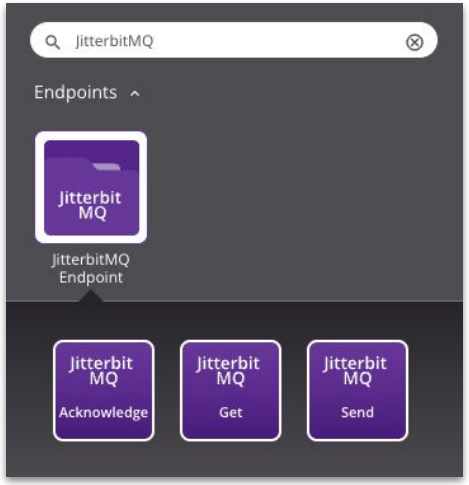
Jitterbit MQ Components

- Jitterbit Message Queue Service
- Jitterbit MQ Connector
- Message Queues (Cloud hosted)

Availability

- Beta version - October, 2022*
- GA - End of Q4, 2022*





*tentative

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TODAY'S SPEAKERS

PROFILE

Jaime Delgado

SENIOR CUSTOMER SUCCESS ARCHITECT

Jaime has 15 years of experience in the cloud application and integration technology space helping organizations through digital transformation and automation of processes. Jaime's interests are in advising organizations maximize their use of APIs to drive innovation and value for their customers.

Mayank Bhasin

SENIOR CUSTOMER SUCCESS ARCHITECT

Mayank is an Enterprise Data Integration Architect by trade who has lead successful technology campaigns including software development and sales, business process improvements, data warehouse modernization on-prem and on-cloud, platform modernization on-prem and on-cloud, data engineering and streaming architectures, data governance, enterprise data cataloging, self-serve data-prep, and data science and advanced analytics; over 17 years of experience and focused mainly on healthcare, retail and utilities industries.

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Today's Meetup

OUTLINE / OVERVIEW OF SESSION

Learnings

Jitterbit App Builder and Harmony Integration
1. App Builder Stand Alone App
2. App Builder integrates with a Jitterbit Custom API(service layer model)
3. App Builder integrates with an external API(service)

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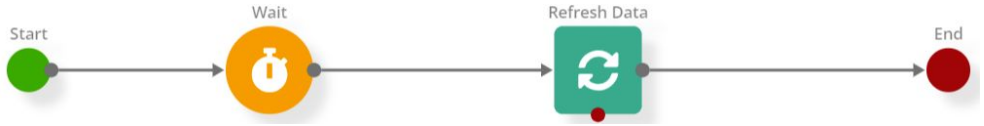
App Builder Stand Alone App

- **App Builder**
  - Domain Model
    - Modules, Relations, Dropdowns, Dependencies
  - Application Logic
    - Microflow
      - get executed on the backend whenever a certain event occurs (define business logic)
      - can communicate with Harmony and external systems
        - find record (from another module), create record, delete record, set values, etc.
    - UI flow
      - get executed on the client side whenever a certain event occurs
      - enable rich user experience
        - wait, decide step, loop step, find record, refresh data, etc.



  - Configuration
    - SMTP information
    - Parameters / Global Variables, Menus, Localizations
    - Branding, Identity, Email Templates
  - Development
    - Creating a Package
    - Releasing an App
    - URL to login to the App UI

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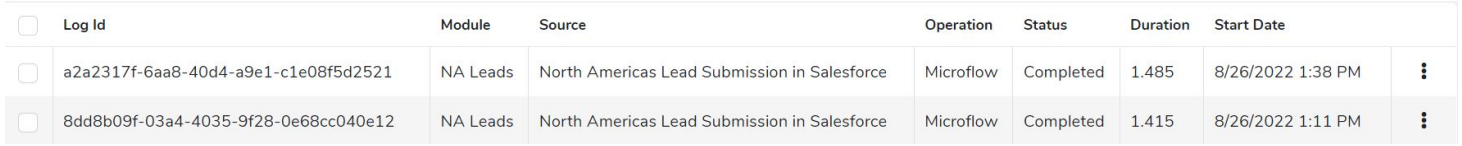
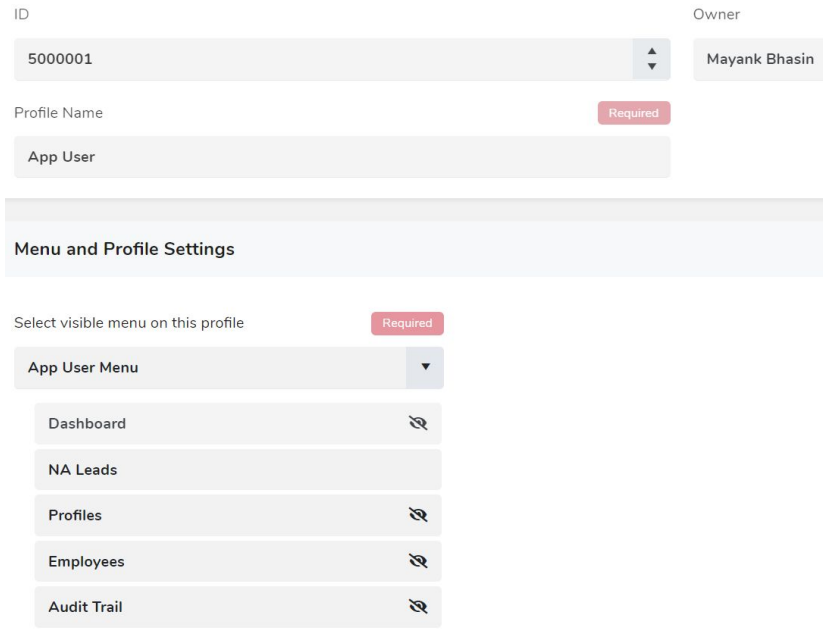
App Builder Stand Alone App….. *contd.*

- **App UI**
  - Dashboard
  - Audit Trail



Log Id	Module	Source	Operation	Status	Duration	Start Date
a2a2317f-6aa8-40d4-a9e1-c1e08f5d2521	NA Leads	North Americas Lead Submission in Salesforce	Microflow	Completed	1.485	8/26/2022 1:38 PM
8dd8b09f-03a4-4035-9f28-0e68cc040e12	NA Leads	North Americas Lead Submission in Salesforce	Microflow	Completed	1.415	8/26/2022 1:11 PM

  - Profiles
    - Administrator
    - App User



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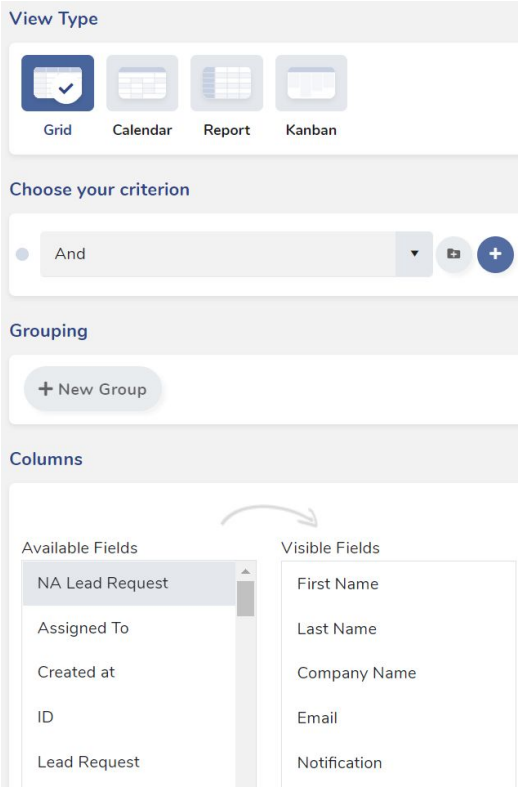
App Builder Stand Alone App….. *contd.*

- **App UI** *(contd.)*
  - Employees
    - Assign appropriate profile to selected employees
  - Module
    - Module based on the use case
      - App user to enter and receive information
    - Views
      - Customize view settings for the information entered in the App (grid, calendar, report, kanban)
      - https://success.jitterbit.com/display/APP/Views
  - Administration
    - Templates
      - User email templates
      - Documents and spreadsheet templates
    - Notifications
    - Import History
    - Email Accounts
      - can be accessed only by users that are part of a fully authorized profile



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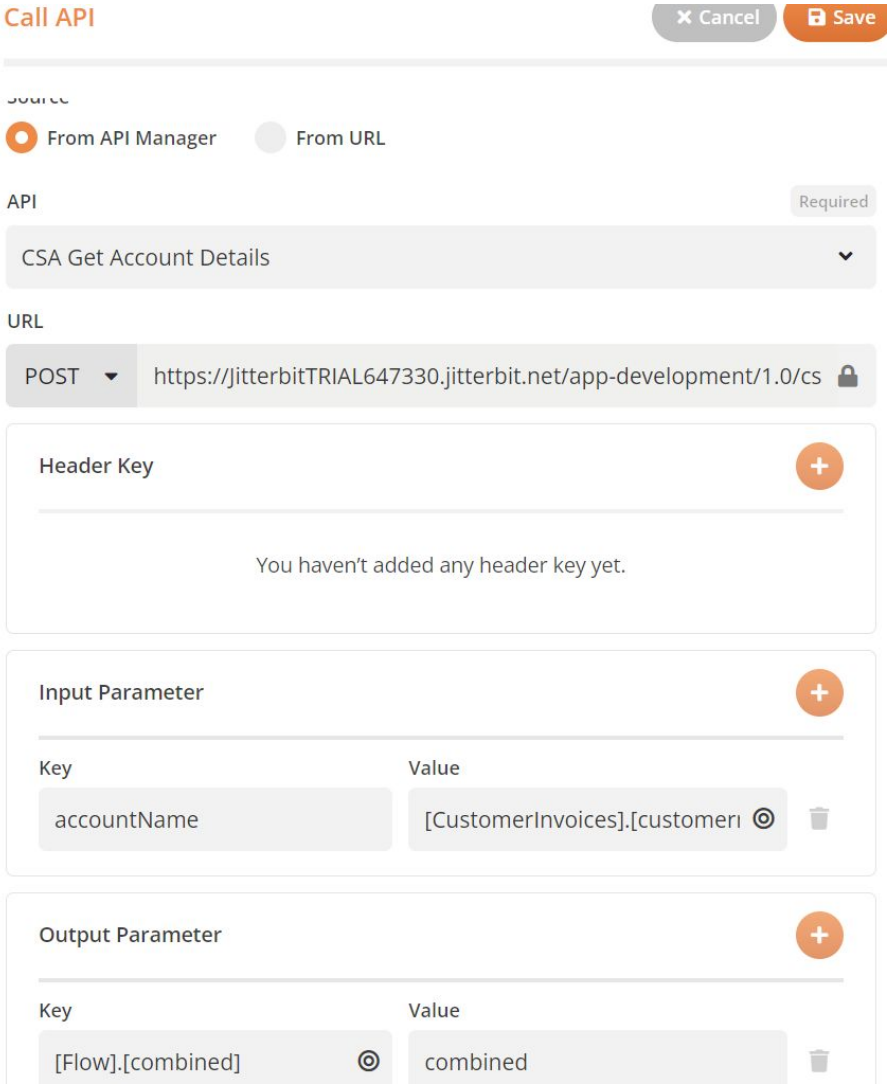
App Builder integrates with an Jitterbit API (service)

- **Jitterbit API**
  - App Builder <> Harmony integration using App Builder Microflow
  - API call using the URL generated by Jitterbit API Manager (APIM)
    - allows communication with Harmony and external systems (ex: SFDC, NetSuite, etc.)
    - allows defining business logic for the apps
  - Define input / output parameters (to be used in Cloud Studio operation) within the Microflow ‘Call API’ feature
  - Enables integrated view with information from multiple external systems



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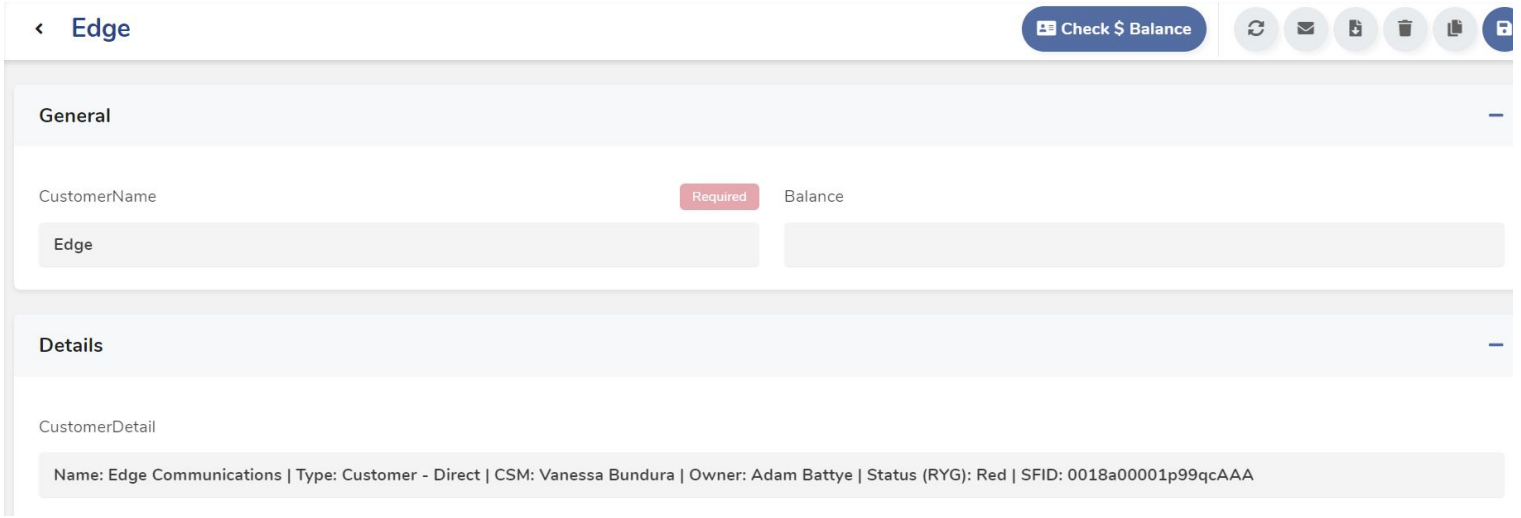
App Builder integrates with an Jitterbit API (service)..... *contd.*

- Ist API call
  - Call to Harmony API

    (SFDC query and retrieval)



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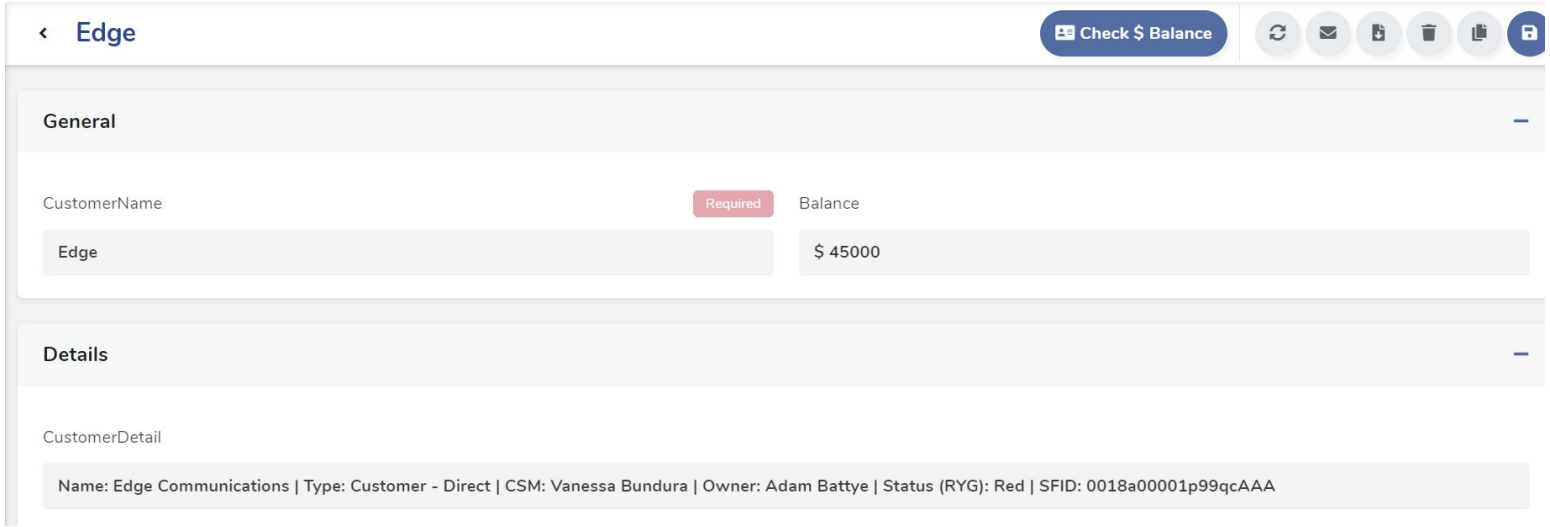
  - Call to Harmony API

    (NetSuite search and retrieval)



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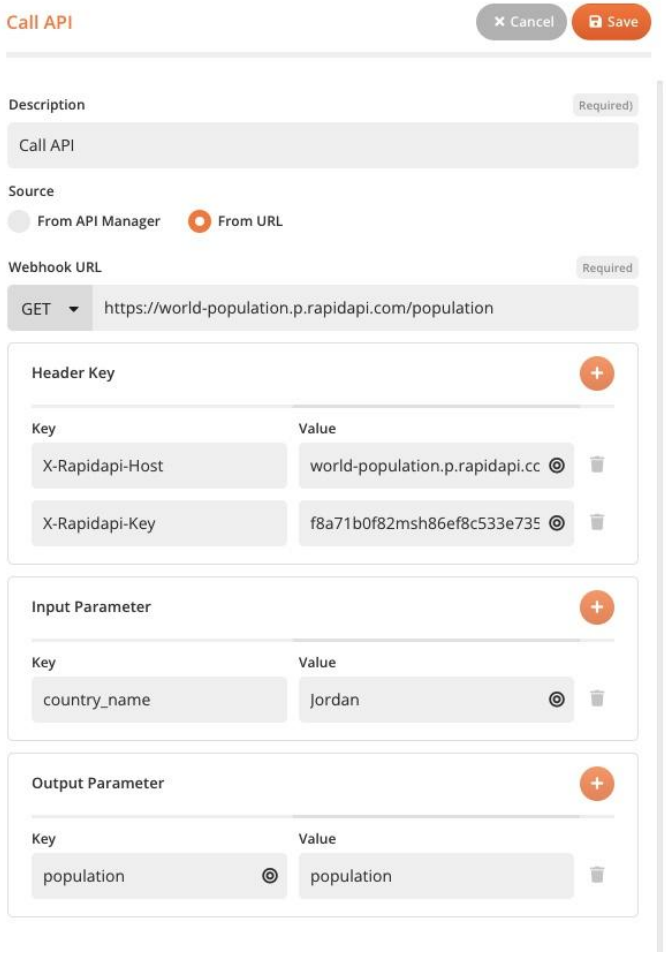
App Builder integrates with an external API (service)

- **External non-Jitterbit API**
  - Simple configuration with External APIs
  - Process
    - Similar App Builder steps presented earlier
    - Integrate with other REST APIs
    - Support for HTTP Verbs
      - GET, POST, DELETE, PUT



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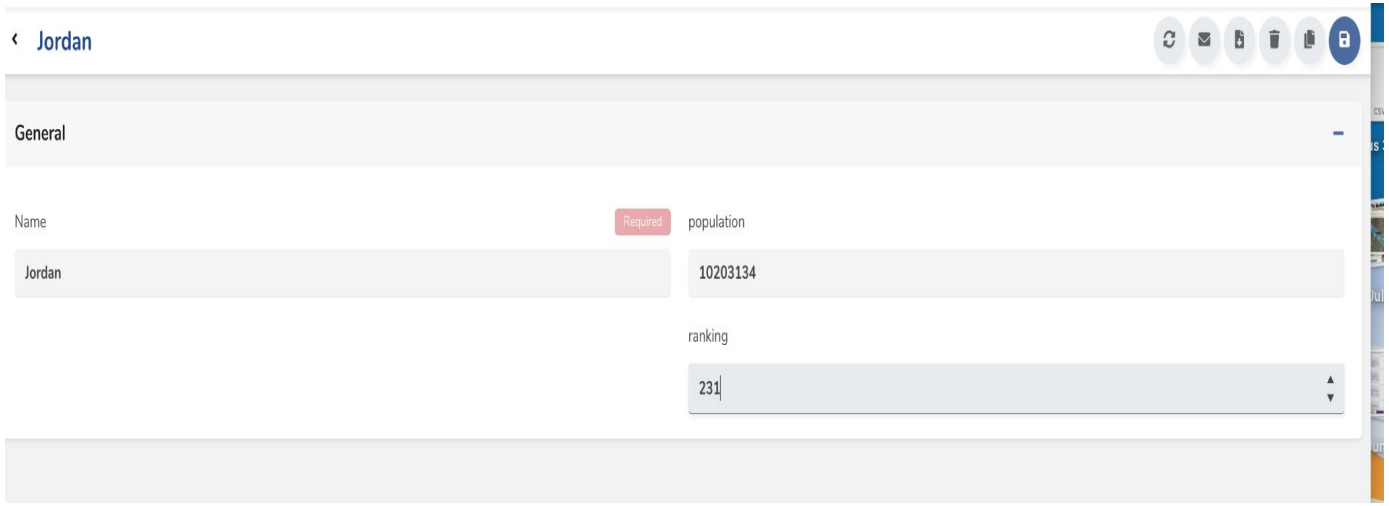

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Other Ways to Get Help from Jitterbit

Interested in any of the following ⇒ Please reach out to your CSM:

- Learn more about App Builder and discuss how it might be applicable to your organization
- Best Practices session with Customer Success Architect (CSA)
- Health Check review with CSA
- Architecture assessment with CSA or TAM (Technical Account Manager)
- Working session with CSA for Jitterbit examples and/or development activities
- CSA office hours every Wednesday @ 10am Pacific Time
- Customer workshops or customized training with CSA or TAM (customized to your use cases)

- **Contact:**
  - https://success.jitterbit.com/
  - Unsure who your CSM is ⇒ email Success@jitterbit.com or phil@jitterbit.com

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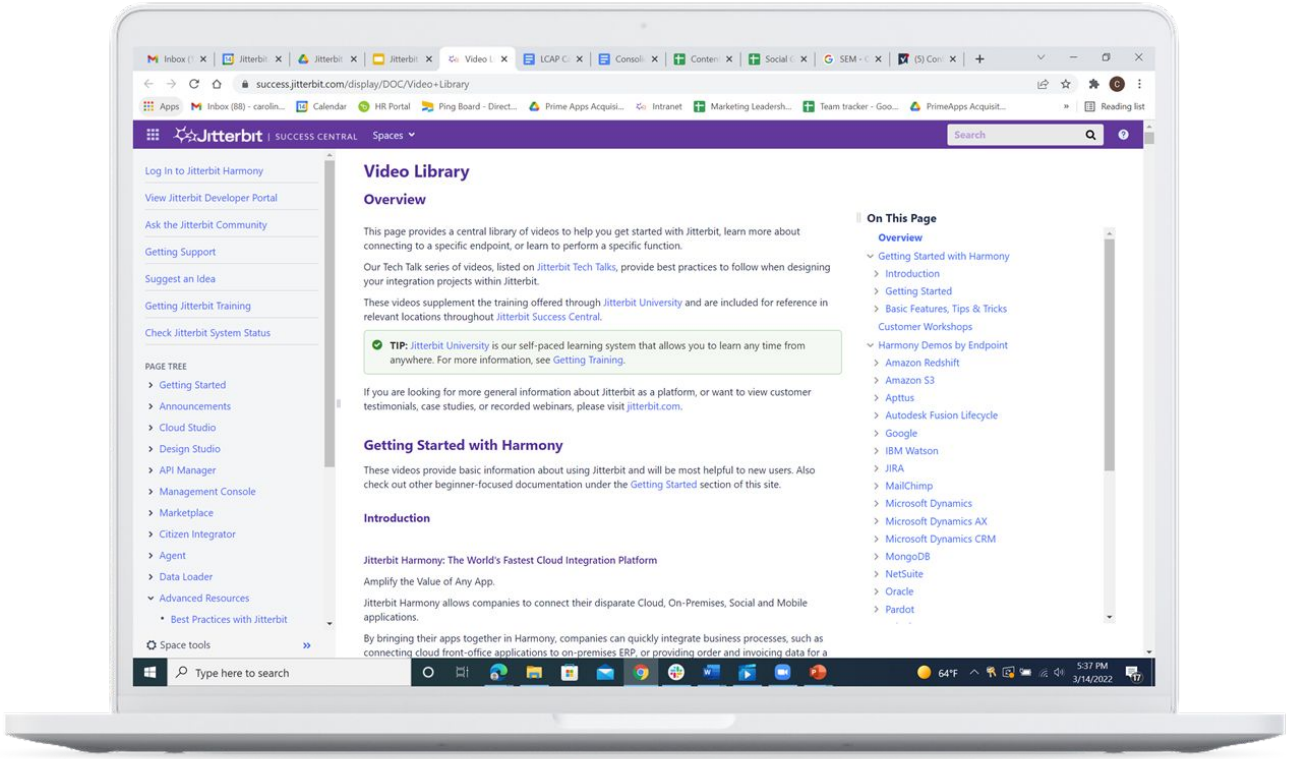
Other Ways to Get Help from Jitterbit Cont'd.

- Integration Project Methodology
- Advanced Resources
- Getting Started
- Getting Training
- Jitterbit Customer Workshops
- Video Library
- Jitterbit Developer Portal
- Ask the Jitterbit Community
- Submit a Support Case
- Check Jitterbit System Status



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Q & A

QUESTIONS & FEEDBACK