

# Frequently Asked Questions

- **What differentiates DBSync from its competitors in the integration space?**

DBSync is a complete on-demand integration and replication provider that empowers companies to connect any combination of SaaS, cloud and on-premise applications together without the burden of installing and maintaining software and appliances. DBSync is a tool that was used to integrate Salesforce and QuickBooks - to iPaaS, with many other connectors list. We meet our client needs and expectations in various segments, by consistently adding new connectors to our list. We have robust in-house delivery and support teams. The teams take pride in supporting client needs without undue follow-ups. For feedback and reviews of our clients are available on Salesforce Appexchange.

- **Do you support custom integrations?**

Yes, we support custom Integration. For, custom Integration the user has to purchase a license to avoid consultation charges.

- **Do you store any data?**

No, we do not store any data. We Integrate data from one application to another.

- **How will I find the solution to my business needs?**

Browse through DBSync's extensive wiki documentation. If that does not meet your needs then, submit a ticket from the support portal.

- **What editions of Salesforce does dbsync support?**

**DBSync supports almost all major versions of Salesforce -**

- Salesforce Unlimited Edition
- Professional Edition
- Enterprise Edition
- Non-Profit Edition

- **How does DBSync connect to Salesforce?**

DBSync uses Salesforce's Partner Web Services WSDL accessed through SOAP

- **Can I access Salesforce Custom objects using DBSync Salesforce Connector?**

Yes. You can also access objects deployed via Managed & UnManaged packages provided the Salesforce user has permissions and licenses to those [force.com](https://force.com) applications.

- **What versions of QuickBooks Desktop do you support?**

- QuickBooks 2009 and later US versions
- QuickBooks 2009 UK and Canada and later versions

- **Does this connector support two-way integration?**

Yes, and you also have the flexibility to make it one way or two way directional if you choose.

- **How often can we run the sync?**

We can schedule the integration to run every 15 min which is the recommended interval but our onboarding team will suggest how we can reduce it based on API usage.

- **Can we customize the integration?**

Yes, DBSync is completely flexible and you can customize the mappings or our onboarding team will connect to get your business requirements to customize the integration and provide a tailored solution.

- **Can we connect with multiple QuickBooks company files with Salesforce?**

Yes, you can connect multiple QuickBooks Company files with Salesforce with additional cost for setup and license.

- **How long will the process take to set-up the trial install?**

For trial install, it will take less than an hour to complete the setup and if you have an option to choose to customize the basic template from DBSync on-boarding team.

- **Is there an additional cost for adding users for integration?**

No, it will be covered under one license itself connecting with 1 Salesforce instance to 1 QuickBooks organization.

- **How do you run the integration to connect with the QuickBooks Desktop version?**

We use QuickBooks Web connector to connect with QuickBooks Desktop to initiate the sync.

- **Can we integrate with QuickBooks hosted on a third-party server?**

Yes, we can set up and run integrations with a third-party hosted QuickBooks company file, as long as they support QuickBooks WebConnector.

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- **What transaction types can we generate in QuickBooks Online from Salesforce?**

You can generate the following transactions in QuickBooks from Salesforce: Invoice, Sales Receipt, and Estimate. By using customization you can generate Credit Memo, Purchase Order, Timesheet transactions as well.

- **Can DBSync be customized? Can it integrate Custom Objects and Custom Fields?**

Absolutely, DBSync is a completely flexible solution that can be customized for unique business processes.

- **Are incremental updates possible with DBSync's connector?**

We support both complete and incremental synchronization. The connector automatically tracks the last record processed so that you can synchronize only the updated records and never miss a record.

- **How is the integration process triggered by QuickBooks Online?**

DBSync uses Buttons in Salesforce to push and pull data with QuickBooks Online. You also have a scheduler option within DBSync to schedule the integration process to trigger at a certain interval.

- **How frequently can you have the scheduler run?**

DBSync recommends a 15 min interval between each sync. Based on the integration setup we can modify the same.

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