

Eligible Webhooks Events

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Event	Config To Provide	Use Case Example
Add Object	List of Object Types	A Core incident was created and generates a notification in Slack.
Update Field	List of Object Types, List of available Fields	Core incident severity increased from Medium to High and it updates the case (e.g., security, HR, IT) in Salesforce.
Delete Object	List of Object Types	Scheduled Audit was deleted in Core, which updates an integrated calendar tool to remove the Audit event.
Object State Change	List of Workflow States	An incident was closed in Core and updates a case (e.g., security, HR, IT) in Salesforce.
Object Role Assignment	List of Objects, List of Roles	New triage team added to incidents triggers an update in software license tracking tool.
Object Role Un-Assignment	List of Objects, List of Roles	Due to an internal process change, a Customer Service Representative role was removed from Incident objects and updates Salesforce records.
Add Relationship	List of Relationships	Involved Person Object added to Incident and updates Salesforce records.
Delete Relationship	List of Relationships	Duplicate Location Object removed from Incident, updates case form in Salesforce.
Add Comment	List of Object Types	Comment entered on Core Incident posts to Teams channel.
Update Comment (includes message and state updates)	List of Object Types, Comment States (e.g., resolved, or unresolved)	Audit comment resolved in Core resolves corresponding audit item in Jira.

Event	Config To Provide	Use Case Example
New User Added to Org	No config required, this event is on or off	New users added to Core updates user list in Splunk.
User Added to Group	List of User Groups	User added to group in Core posts notification to Core Admin Teams channel.
User Removed from Group	List of User Groups	User removed from group in Core posts notification to Core Admin Teams channel.
User Added/Removed from Roles	List of Roles	Retired user is removed from Security Manager role and Core updates the role in Salesforce.