



Salesforce

Detection Strategy Guide

June 2025

Product Overview

Salesforce is a cloud-based customer relationship management (CRM) platform. Salesforce Shield or Real-Time Event Monitoring is required for Expel detection support.

Detection Strategy for SaaS Integrations

Detection

Our SaaS detection strategy is designed to identify and respond to suspicious user activity across cloud-based applications. By integrating directly with SaaS platforms, we continuously monitor user behavior and focus on activities such as unusual login patterns, excessive data downloads, or unauthorized access to sensitive files.

In addition to user activity, we also detect other key SaaS-related events such as changes to administrative settings, the creation or modification of privileged accounts, and unexpected data sharing with external parties. These events are processed through our detection engine, which leverages behavioral analytics and threat intelligence to flag potential risks. When anomalies are detected, our automated response bot, Ruxie, takes action by enriching evidence fields with first- and third-party threat intelligence. Additional Ruxie actions query a wide span of technologies directly to arm analysts with key pieces of investigative information and related events.

Response

Similar to identity technologies, SaaS apps can hold valuable information such as user roles, location, and other metadata that helps analysts triage Expel Alerts of all types that contain source user information.

To learn more about our overall approach to detection strategy, see [About Detection Strategy](#) in the Help Center.

What We Support for Salesforce

To see a comprehensive list of the most up-to-date Expel detection rules, vendor detection rules, opt-in detections, and available DUETs (**did you expect this**) that we support for Salesforce, you can visit the [Detections page](#) in Workbench or ask your Sales or Support rep for the most recent download.

<p>Supported event log sources</p>	<p>Expel monitors audit events and alerts from the following API endpoints:</p> <ul style="list-style-type: none"> ■ ApiAnomalyEvent ■ ApiEventStream ■ BulkApiResultEvent ■ ConcurLongRunApexErrEvent ■ CredentialStuffingEvent ■ LightningUriEventStream ■ ListViewEventStream ■ LoginEventStream ■ LoginAsEventStream ■ LogoutEventStream ■ PermissionSetEvent ■ ReportAnomalyEvent ■ ReportEventStream ■ SessionHijackingEvent ■ UriEventStream
<p>Salesforce detection rules support</p>	<p>Yes.</p>
<p>Detection rules written by Expel</p>	<p>Yes.</p>
<p>Investigative support through Workbench</p>	<p>Yes. We are able to take the following investigative actions to gather data for triage and investigation of events.</p> <ul style="list-style-type: none"> ■ Query IP ■ Query Domain ■ Query Host ■ Query User ■ Suspicious Authentication ■ SIEM Timeliner ■ Related Vendor Alerts
<p>Hunting support</p>	<p>No. Hunting is not currently available for this integration.</p>

Additional Details and Common Questions

Console Access

A vendor alert does not typically include all of the contextual timeline activity surrounding the event of interest. Because this integration does not allow us to get all necessary data via the API, we will ask you for a certain level of console access during onboarding.

The level of access that we require is meant to support essential triage and research activities, and to help us determine the vector and extent of attacker activity for an identified threat. At minimum, we will ask for visibility into alert data, timeline events recorded, and live response/real time response shell (if applicable).

DUET

A DUET (**did you expect this**) rule flags certain events as needing an immediate verification or notification, and bypasses the normal internal event triage process. The events subject to DUET rules contain behaviors that are not typically indicative of true security incidents, as they are related to policy violations or *potential* risk.

There are a number of workflows that a DUET may follow. When enabled, the activity will be flagged for investigation and will be routed to you (rather than to us) to take a specified first action. To see the specific DUET rules currently supported for this integration, visit the [Detections page](#) in Workbench.