



maiConnect for SAP® Sales Cloud Admin Guides

Synchronization Options

Synchronization options



Overview

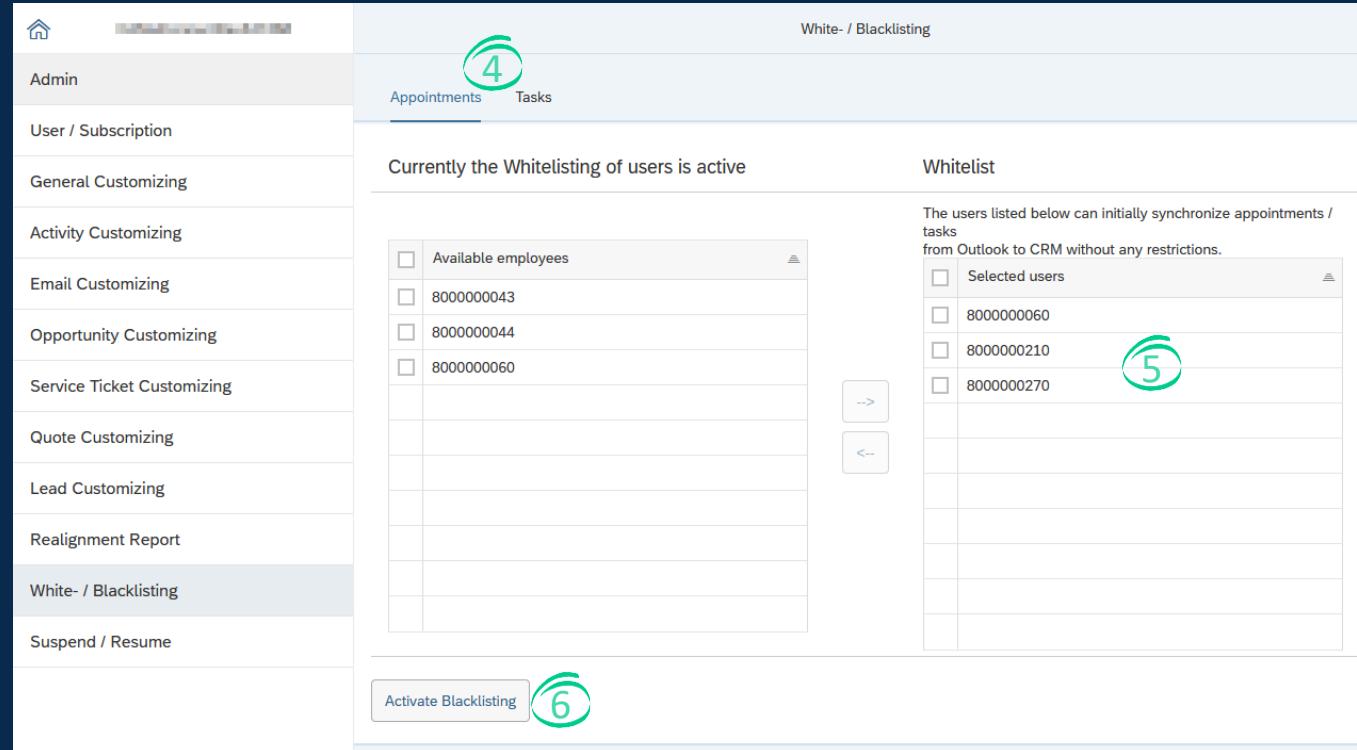
- ⓘ There are different ways to enable the synchronization of maiConnect.
The following pages show the different option.

In general, you can choose between these options:

- ① Definition of a user whitelist. These users can synchronize without restrictions.
- ② Synchronizing via adding a sync category.
- ③ Synchronizing via adding a sync prefix.

Synchronization options

Whitelist



Currently the Whitelisting of users is active

White- / Blacklisting

Available employees

- 8000000043
- 8000000044
- 8000000060

Selected users

- 8000000060
- 8000000210
- 8000000270

Activate Blacklisting (6)

④ The screenshot shows a whitelist configuration for appointments.

A whitelist means, that the selected users can sync appointments without having to set a category or sync tag. Every appointment in Outlook is synchronized to SAP Sales Cloud.

The users on the left cannot perform synchronizations.

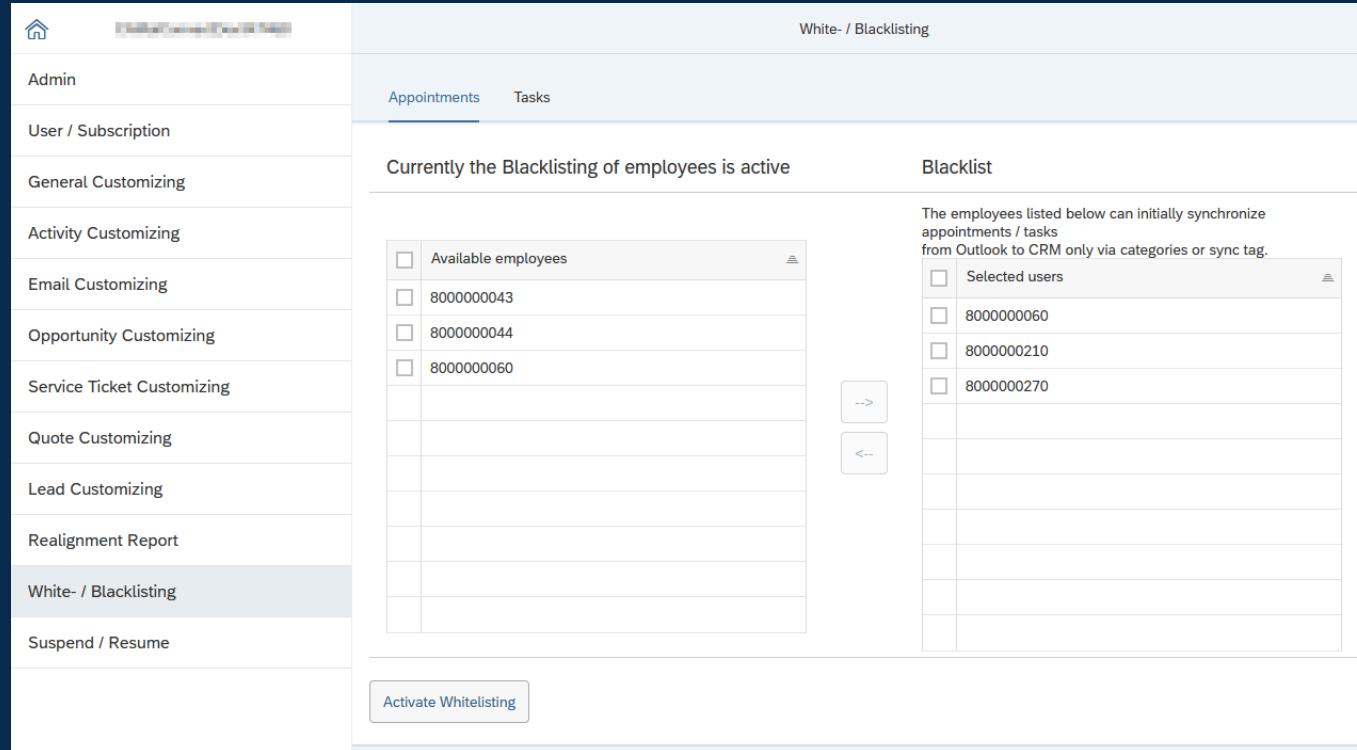
④ White/Blacklisting can be selected for appointments and tasks.

⑤ Users can be moved from the list of available employees to the right list.

⑥ With this button you can switch between whitelist and blacklist.

Synchronization options

Blacklist



The screenshot shows the 'White- / Blacklisting' configuration page for appointments. The left sidebar lists various customization options, with 'White- / Blacklisting' selected. The main area has tabs for 'Appointments' and 'Tasks', with 'Appointments' selected. A message states 'Currently the Blacklisting of employees is active'. On the left, a list of 'Available employees' includes checkboxes for 8000000043, 8000000044, and 8000000060. On the right, a list of 'Selected users' includes checkboxes for 8000000060, 8000000210, and 8000000270. Between these lists are two buttons: a double-right arrow for moving all selected items and a double-left arrow for moving all available items. At the bottom is a button labeled 'Activate Whitelisting'.

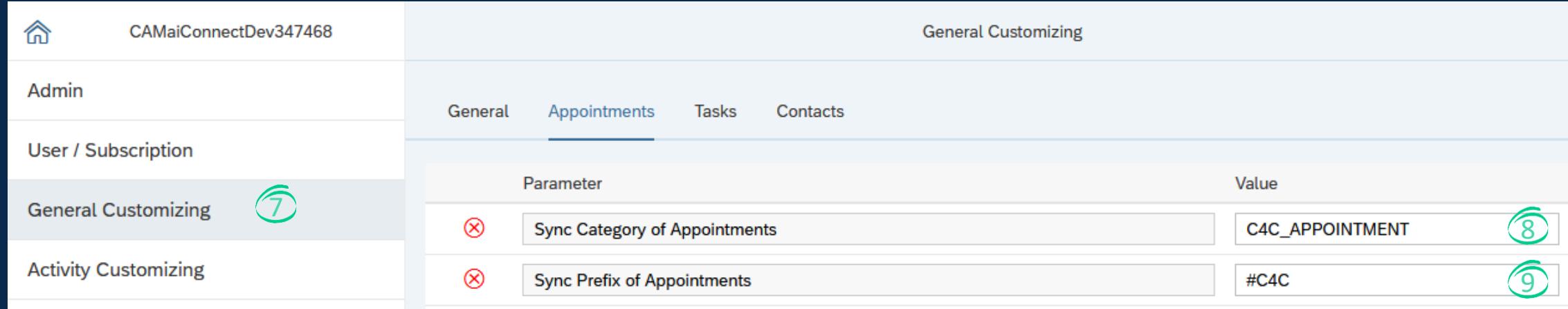
i The screenshot shows a blacklist configuration for appointments.

A blacklist means, that the selected users can only sync appointments when a certain category or sync tag is set. Every other appointment is not synchronized.

Attention: For the users on the left every appointment is synchronized.

Synchronization options

Sync category and sync prefix



The screenshot shows the SAP Fiori General Customizing interface. The left sidebar includes 'Admin', 'User / Subscription', 'General Customizing' (with a circled '7' icon), and 'Activity Customizing'. The main area is titled 'General Customizing' and has tabs for 'General', 'Appointments' (which is selected), 'Tasks', and 'Contacts'. Under 'Appointments', there are two configuration parameters: 'Sync Category of Appointments' with value 'C4C_APPOINTMENT' (circled '8') and 'Sync Prefix of Appointments' with value '#C4C' (circled '9').

- ⑦ The sync categories and prefix can be configured in the general customizing in the tab appointments and tasks.
- ⑧ The users can trigger the synchronization by setting this category in Outlook.
- ⑨ Otherwise, the users can trigger the synchronization by adding this prefix to the title of the appointment.