

maiConnect for SAP® Sales Cloud Admin Guides

Synchronization Options

Synchronization options

Overview

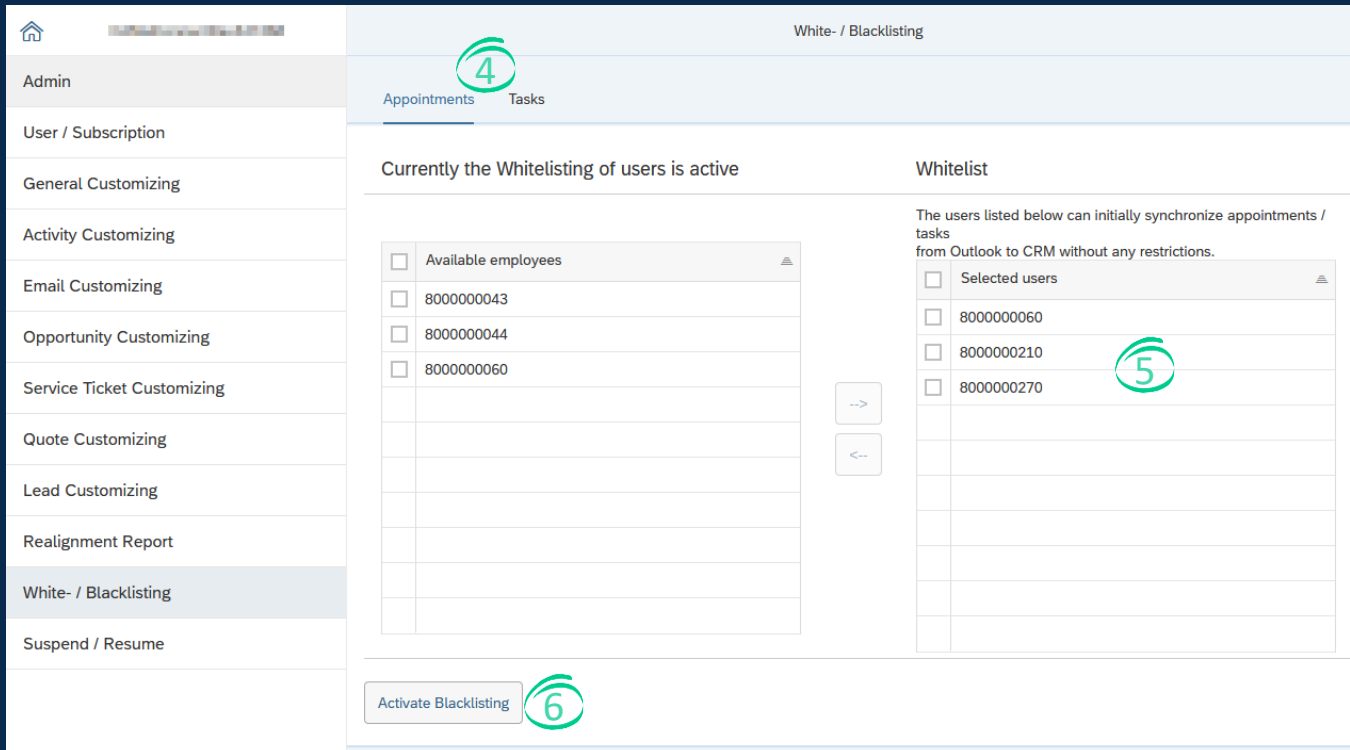
- i** There are different ways to enable the synchronization of maiConnect. The following pages show the different option.

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



i 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 a web application interface for configuring synchronization options. On the left is a sidebar menu with various settings. The main area is titled 'White- / Blacklisting' and has two tabs: 'Appointments' (selected) and 'Tasks'. Below the tabs, a status message reads 'Currently the Blacklisting of employees is active'. The interface is divided into two columns. The left column, 'Available employees', contains a table with checkboxes and employee IDs. The right column, 'Blacklist', contains a table with checkboxes and employee IDs. Between the columns are two buttons: '-->' and '<--'. At the bottom left is an 'Activate Whitelisting' button.

Available employees	
<input type="checkbox"/>	8000000043
<input type="checkbox"/>	8000000044
<input type="checkbox"/>	8000000060
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

-->

<--

Selected users	
<input type="checkbox"/>	8000000060
<input type="checkbox"/>	8000000210
<input type="checkbox"/>	8000000270
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

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

CAMaiConnectDev347468

Admin

User / Subscription

General Customizing 7

Activity Customizing

General Customizing

GeneralAppointmentsTasksContacts

	Parameter	Value
	Sync Category of Appointments	C4C_APPOINTMENT 8
	Sync Prefix of Appointments	#C4C 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.