

cxAddOns

Global AddOn specialists for Enterprise Software



maiConnect for SAP® Sales Cloud Admin Guides

Synchronization options

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Overview

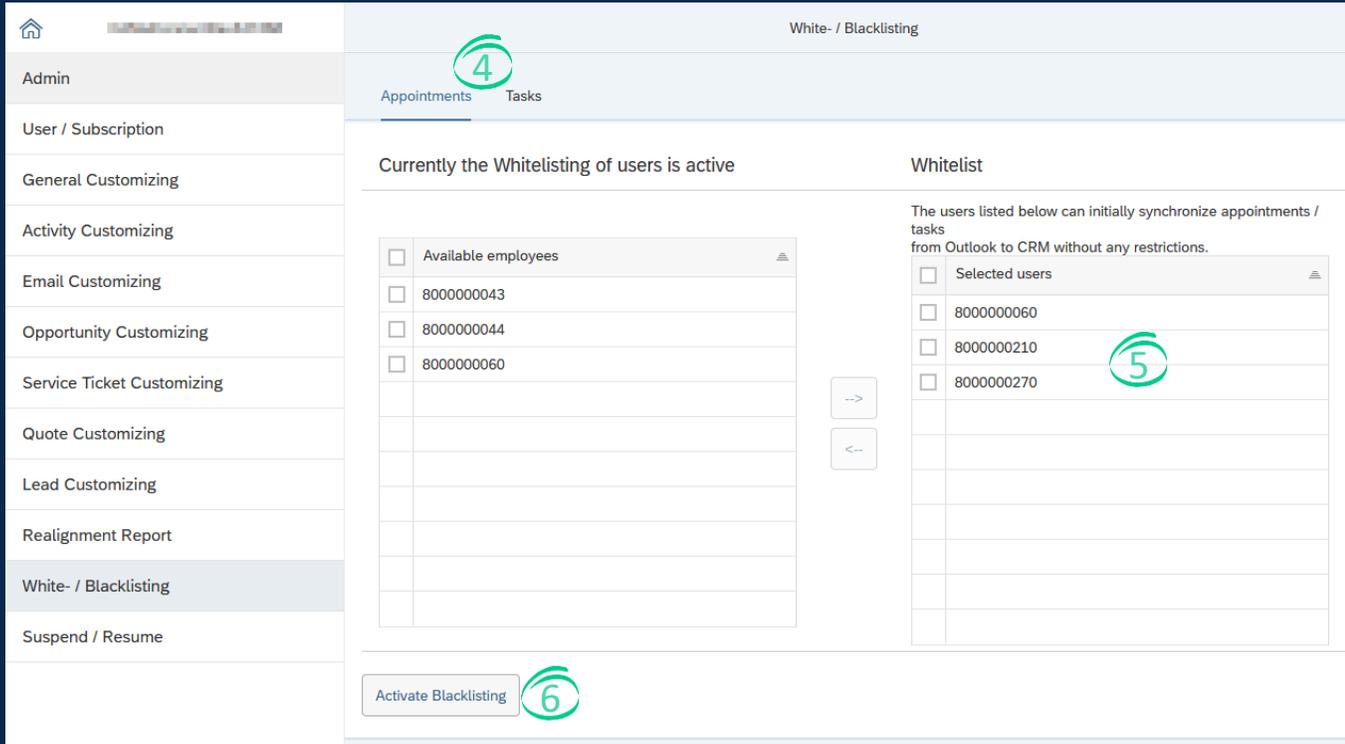
- i** There are different ways to enable the synchronization of maiConnect. The following pages show the different option.

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



The screenshot displays the 'White- / Blacklisting' configuration page. The left sidebar contains navigation options, with 'White- / Blacklisting' highlighted. The main content area is titled 'White- / Blacklisting' and features two tabs: 'Appointments' (marked with a circled '4') and 'Tasks'. Below the tabs, it states 'Currently the Whitelisting of users is active'. The interface is divided into two columns: 'Available employees' and 'Whitelist'. The 'Available employees' column lists three users with checkboxes: 8000000043, 8000000044, and 8000000060. The 'Whitelist' column lists three users with checkboxes: 8000000060, 8000000210 (marked with a circled '5'), and 8000000270. A circled '6' highlights the 'Activate Blacklisting' button at the bottom left.

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 interface for configuring synchronization options. The left sidebar contains a navigation menu with items like Admin, User / Subscription, General Customizing, Activity Customizing, Email Customizing, Opportunity Customizing, Service Ticket Customizing, Quote Customizing, Lead Customizing, Realignment Report, White- / Blacklisting (highlighted), and Suspend / Resume. The main content area is titled 'White- / Blacklisting' and has tabs for 'Appointments' and 'Tasks'. Under the 'Appointments' tab, it states 'Currently the Blacklisting of employees is active'. There are two columns: 'Available employees' and 'Blacklist'. The 'Available employees' column has a header checkbox and three rows with checkboxes and IDs: 8000000043, 8000000044, and 8000000060. The 'Blacklist' column has a header checkbox and three rows with checkboxes and IDs: 8000000060, 8000000210, and 8000000270. Below the columns are arrows for moving items between lists and an 'Activate Whitelisting' button.

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 'General Customizing' section of the Nagarro system. The left sidebar contains a navigation menu with 'General Customizing' highlighted and marked with a green circle containing the number 7. The main content area is titled 'General Customizing' and has tabs for 'General', 'Appointments', 'Tasks', and 'Contacts'. The 'Appointments' tab is selected. Below the tabs is a table with two columns: 'Parameter' and 'Value'. The table contains two rows, each with a red 'X' icon in the first column. The first row has the parameter 'Sync Category of Appointments' and the value 'C4C_APPOINTMENT', with a green circle containing the number 8 next to the value. The second row has the parameter 'Sync Prefix of Appointments' and the value '#C4C', with a green circle containing the number 9 next to the value.

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

- 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.