

Automatic monitoring of your **SuperOffice** database



KnowledgeSync

For **SuperOffice CRM**

Get your own personal SuperOffice CRM assistant who provides critical information about activities on your customers and prospects

With KnowledgeSync, you can monitor SuperOffice CRM and other business applications. Incoming e-mail messages are scanned for critical, time sensitive information, send out alerts, and up-date applications with the latest data.

Functionalities

KnowledgeSync is installed directly on the SuperOffice CRM database, and is delivered with a standard set of 'SuperOffice CRM Events'. This means that alle relevant partners are informed about important 'events'. E.g. a notification can be sent to inform that Key accounts have not been contacted in X days, based on, no activities entered; or KnowledgeSync can inform if a customer has had more than X support calls in a week, or if a open support issue is due for completion. The possibilities are infinite.

Standard 'Events'

Since KnowledgeSync is delivered with a standard set of SuperOffice CRM 'events', your organization can be up and running immediately after installation.

More importantly, new 'events' can easily be created. KnowledgeSync can also monitor and alert on other business applications running on a standard SQL database. It is even possible to create 'events' combining SuperOffice CRM and your ERP system. E.g. when a sales person enters a sales forecast in SuperOffice CRM, KnowledgeSync can check the company in the ERP system and send an alert if the company is on credit hold.

Alert methods

KnowledgeSync can send an alerts using:

- E-Mail
- SMS
- Pager
- Fax
- Web cast
- Reports

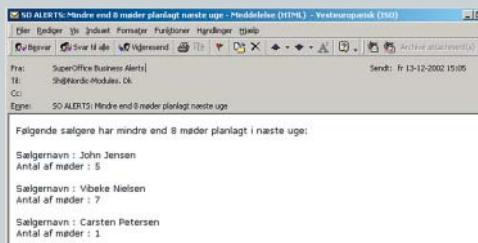
KnowledgeSync actions

KnowledgeSync can also perform the following actions:

- Trigger another alarm
- Update another database via SQL or scripting
- Run a program
- Run a VB script, e.g. to create Interests, Activities or Sales in SuperOffice CRM
- Respond to incoming e-mails and even update SuperOffice CRM

System requirements

SuperOffice CRM 5.0.60.130 or higher, and any standard SQL based database like MS SQL, Oracle or Sybase.



With KnowledgeSync you can atomize a number of different actions, and thereby ensure a higher level of information within your company

SuperOffice Solution Provider

SuperOffice assumes no responsibility for products developed by third party, used together with or in connection with SuperOffice CRM 5 software. The solution provider shall identify and hold SuperOffice harmless from third party claims, from the use of SuperOffice products under these terms. SuperOffice warrants the SuperOffice CRM 5 product according to the end user license agreement, only when no changes have been made to the product.



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