

# *LinkPoint for salesforce.com*

Novell GroupWise Edition

salesforce.com®  
Success On Demand™

Novell® GroupWise®



# ***With LinkPoint you can...***

- **Access your salesforce.com Contacts as an address book in Novell GroupWise.**
- **Record Inbound and Outbound e-mails from Novell GroupWise into salesforce.com.**
- **Store e-mail attachments in salesforce.com.**
- **Attach e-mails to Accounts, Contacts, Leads, Opportunities, or Cases.**
- **Synchronized Calendar, Contact and Tasks between salesforce.com and Novell GroupWise.**

# *Sample LinkPoint Client Base*

ABN-AMRO

Gulfstream Aerospace

The Hartford

TransUnion

Discovery Communications

Panasonic

Deutsche Bank Securities

American Express

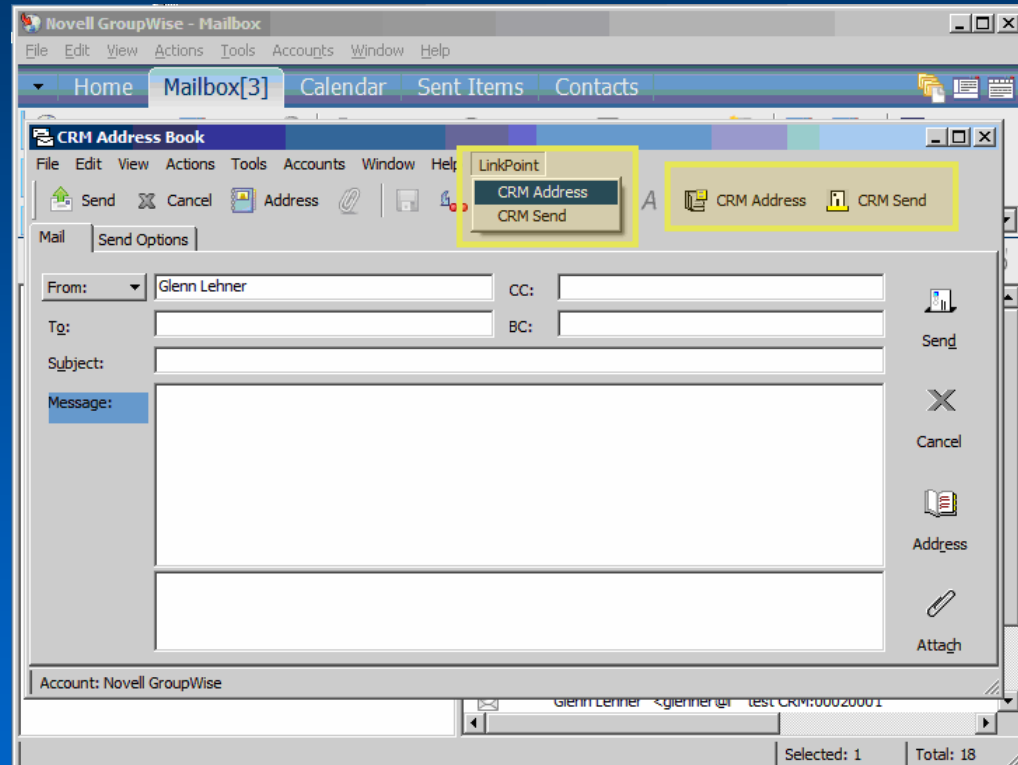
The New York Times Company

Deluxe Corporation

Armstrong World Industries

# LinkPoint Overview

- You can utilize your salesforce.com contacts for addressing by selecting the “CRM Address” menu.
- You can send your e-mail via Novell GroupWise and record it to salesforce.com by selecting “CRM Send” menu.



# LinkPoint Addressing

- In the LinkPoint Address form you can search salesforce.com for Contacts and use them as recipients in your e-mails.

The screenshot shows a dialog box titled "Select Email Address - Novell GroupWise for Salesforce / Novell GroupWise". At the top, there is a search bar with the text "Search For: smith" and a "Search" button. Below the search bar, the "Search Result:32" section contains a list of names with checkboxes. The name "Smith, Kris" is selected and highlighted. Below the list are "Select All" and "De-Select All" buttons. To the right of the list are three buttons: "To: >", "cc: >", and "bcc: >". Below these buttons are "Remove" and "Remove All" buttons. At the bottom right are "Ok" and "Cancel" buttons. At the bottom left, the status bar shows "Ready".

Search For:  Search

Search Result:32

- Smith, J
- Smith, Jerry
- Smith, John
- Smith, John
- Smith, Jonathan
- Smith, Kevin
- Smith, Kevin
- Smith, Kris
- Smith, Lucian
- Smith, Markus
- Smith, Matt
- Smith, Mike
- Smith, Nathan
- Smith, Paul

Select All De-Select All

To: >  
cc: >  
bcc: >

Remove Remove All

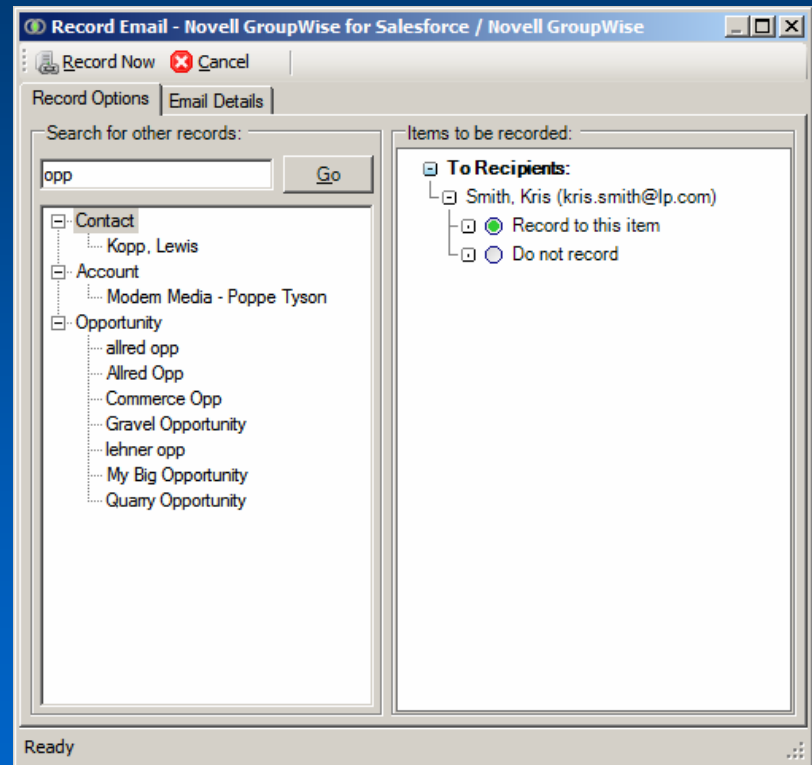
Ok Cancel

Ready

Smith, Kris (Contact)  
bedrock inc  
kris.smith@lp.com

# LinkPoint Record e-mail

- Once your e-mail is complete, you can send it via Novell GroupWise and store it in salesforce.com.
- You can search and choose to record your e-mail on a business entity in salesforce.com. (Account, Contact, Opportunity, or Case)
- If there are attachments, you can select whether to store them in salesforce.com.



# Email Recorded in salesforce.com

- Once the email has been sent and recorded to salesforce.com, the e-mail can be viewed in the “History” list.

The screenshot shows a web browser window displaying a Salesforce task record. The browser's address bar shows the URL: <https://na1.salesforce.com/00T3000000v6QRC?retURL=%2F003300000NDwE>. The page title is "Task: test outbound email ~ Salesforce - Enterprise Edition - Microsoft Internet Explorer".

The Salesforce interface includes a navigation bar with tabs for Home, Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Contracts, Cases, Solutions, Products, Reports, Documents, Dashboards, and LPUsers. A sidebar on the left contains a search bar, a "Create New..." dropdown, and a "Recent Items" list with entries like "Kris Smith", "Large Opportunity", "Wilma Flintstone", "Dustin Lehman", "Glenn Lehner", "Bedrock Construction", "Fred Flintstone", "Quarry Opportunity", and "Gravel Opportunity".

The main content area displays the task details for "Task: test outbound email". The task is assigned to Glenn Lehner, has a due date of 2/12/2007, and a status of "Completed". The subject is "test outbound email". The phone number is (818) 610-1591 x150. The priority is "Normal". The task was created by Glenn Lehner on 2/12/2007 at 10:40 AM. The comments section contains the following text:

From: [glehner@rdanet.com](mailto:glehner@rdanet.com)  
To: [kris.smith@lp.com](mailto:kris.smith@lp.com)  
cc:  
bcc:  
  
Date: 2/12/2007 7:40:00 AM  
  
Subject: test outbound email  
  
This is a test outbound email

Below the comments is a "Reminder" section with a checkbox labeled "Reminder".

At the bottom of the page, there is a navigation bar with links for Home, Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Contracts, Cases, Solutions, Products, Reports, Documents, Dashboards, LPUsers, and All Tabs. The footer contains the copyright notice: "Copyright © 2000-2007 salesforce.com, inc. All rights reserved. | [Privacy Statement](#) | [Security Statement](#) | [Terms of Use](#) | [Accessibility](#)".

# ***LinkPoint Synchronization Capabilities...***

- **Synchronize Calendars, Contacts and Tasks**
- **Either bi-directional or a single direction synchronization.**
- **Synchronization can run either manually or automatically.**

# ***Calendar Synchronization***

- LinkPoint will synchronize all Calendar entries for the past 30 days and 365 future days.
- To prevent private Calendar entries in Novell GroupWise from synchronizing to salesforce.com, check the “Mark Private” checkbox.

# Calendar Synch Summary

Once LinkPoint evaluates the Calendar entries in both GroupWise and salesforce.com, if there are any changes, LinkPoint will display the Calendar Summary Screen.

This screen identifies how LinkPoint will synchronize the Calendar entries between the two systems

Calendar Summary

Summary: (16 items)

Salesforce		Novell GroupWise	
Subject	Start Time	Action	Start Date
		← +	event from sfdc[Greg ... 1/22/2007 12:00:00 ...
		← +	meeting from gw 1/31/2007 1:50:00 PM
		← +	weekly meeting 2/5/2007 10:30:00 AM
		← +	posted appt from gw 2/13/2007 6:00:00 PM
		← +	weekly meeting 3/5/2007 10:30:00 AM
		← +	weekly meeting 4/2/2007 10:30:00 AM
		← +	weekly meeting 5/7/2007 10:30:00 AM
		← +	weekly meeting 6/4/2007 10:30:00 AM
		← +	weekly meeting 7/2/2007 10:30:00 AM
		← +	weekly meeting 8/6/2007 10:30:00 AM
		← +	weekly meeting 9/3/2007 10:30:00 AM
		← +	weekly meeting 10/1/2007 10:30:00 ...
		← +	weekly meeting 11/5/2007 10:30:00 ...
		← +	weekly meeting 12/3/2007 10:30:00 ...
		← +	weekly meeting 1/7/2008 10:30:00 AM
		← +	weekly meeting 2/4/2008 10:30:00 AM

Show Detail Pane

Apply Cancel

# *Contact Synchronization*

- LinkPoint synchronizes Contacts from salesforce.com in which the user is the owner for.
- LinkPoint only synchronizes Contacts from Novell GroupWise that have a category of “CRM”. This prevents any personal contacts in GroupWise from being synchronized to salesforce.com.

# ***Task Synchronization***

- LinkPoint will synchronize all Task entries for the past 30 days and 365 future days.
- To prevent private Task entries in GroupWise from synchronizing to salesforce.com, check the “Mark Private” checkbox.

# ***Questions & Answers***

## **Why use LinkPoint?**

- LinkPoint is integrated into your Novell GroupWise software.
- LinkPoint supports Office, Cached and Remote Modes in Novell GroupWise.

## **Is LinkPoint installed on the GroupWise Server or user Workstation?**

- LinkPoint is installed only on the user's workstation.

## **What are the LinkPoint Requirements?**

- Novell GroupWise 5, 6 or 7.

## **What business entities in salesforce.com can I record to?**

- Account, Contact, Opportunity, or Case.

# ***Contact Information***

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