

# *LinkPoint for salesforce.com*

## Data Synchronization Tutorial Novell GroupWise Edition



Novell® GroupWise®

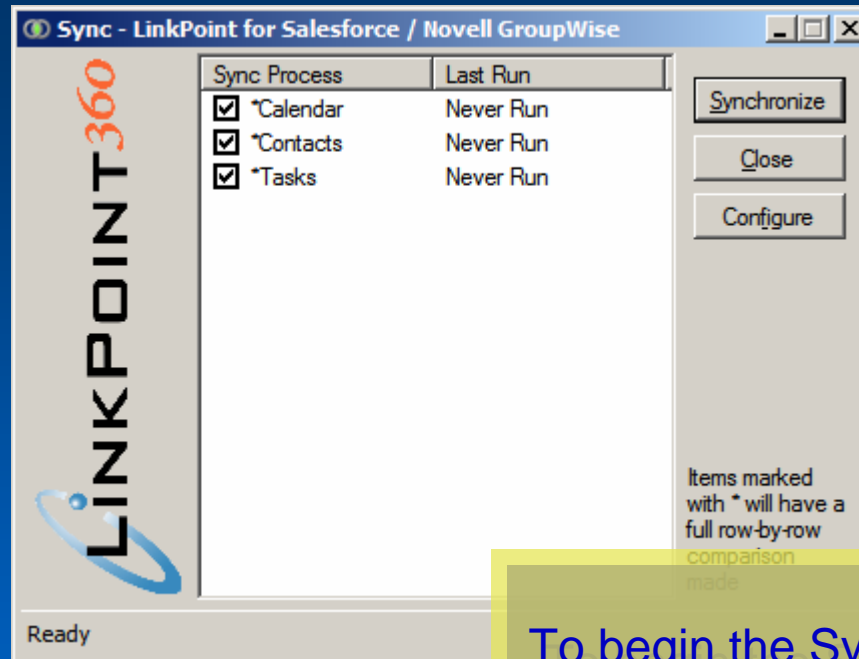
# ***LinkPoint Synchronization Capabilities...***

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

# *How To Manually Start LinkPoint Synchronization*



To manually launch the LinkPoint Synchronization program, Double Click the LinkPoint icon in the system tray.



To begin the Synchronization, click the Synchronize Button. LinkPoint will synchronize each of the selected items.

Please note that the first time you run the synchronization, LinkPoint will compare data in both systems to identify what data needs to be synchronized.

# *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, mark them as Private.

Sync Summary - LinkPoint for Salesforce / Novell GroupWise

### Calendar Summary

Summary: (16 items)

Salesforce			Novell GroupWise	
Subject	Start Time	Action	Subject	Start Date
		◀ +	event from sfdc[Greg ...	1/22/2007 12:00:00 PM
		▶ +	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 AM
		▶ +	weekly meeting	11/5/2007 10:30:00 AM
		▶ +	weekly meeting	12/3/2007 10:30:00 AM
		▶ +	weekly meeting	1/7/2008 10:30:00 AM
		▶ +	weekly meeting	2/4/2008 10:30:00 AM

Show Detail Pane           

## Calendar Summary

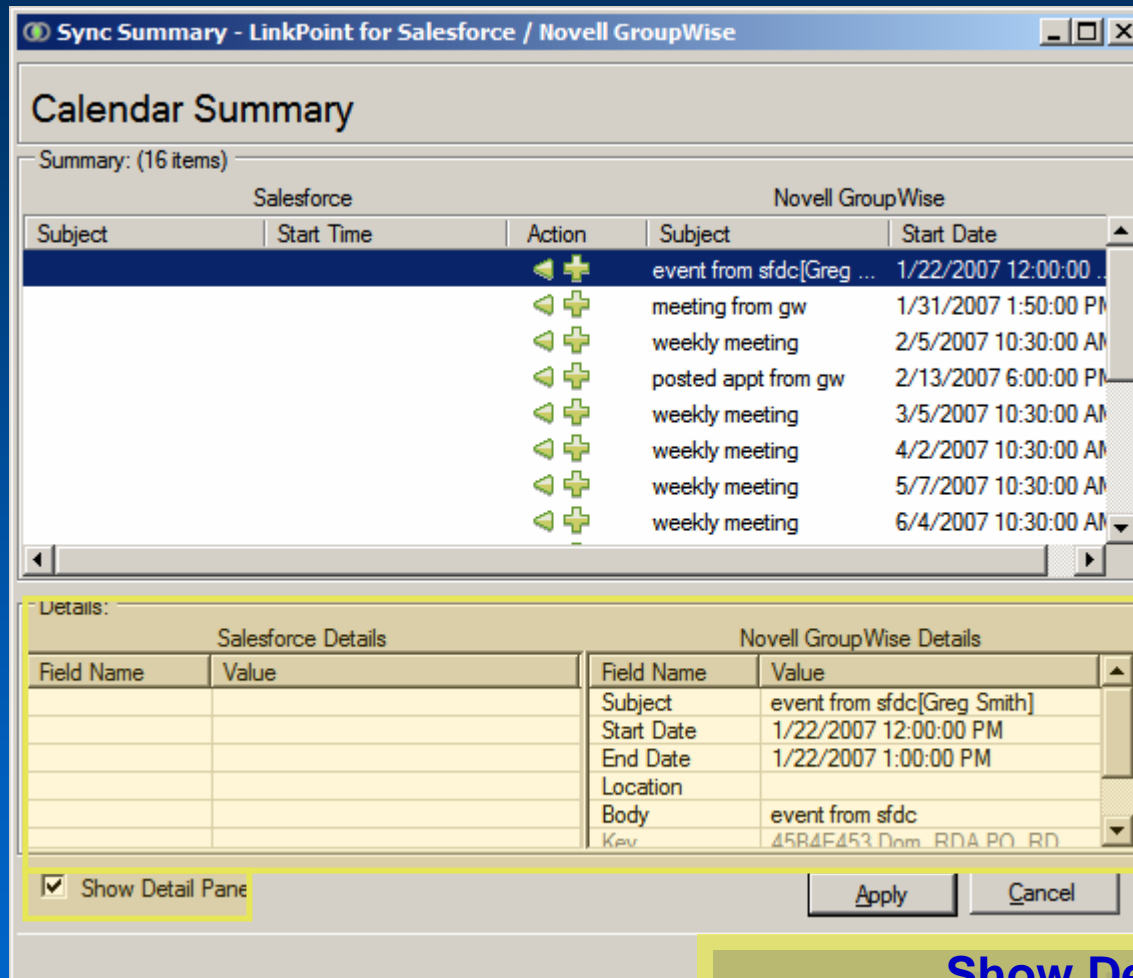
Once LinkPoint evaluates the Calendar entries in both Novell GroupWise and salesforce.com, if there are any changes, LinkPoint will display the Calendar Summary Screen.

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

### Action Key

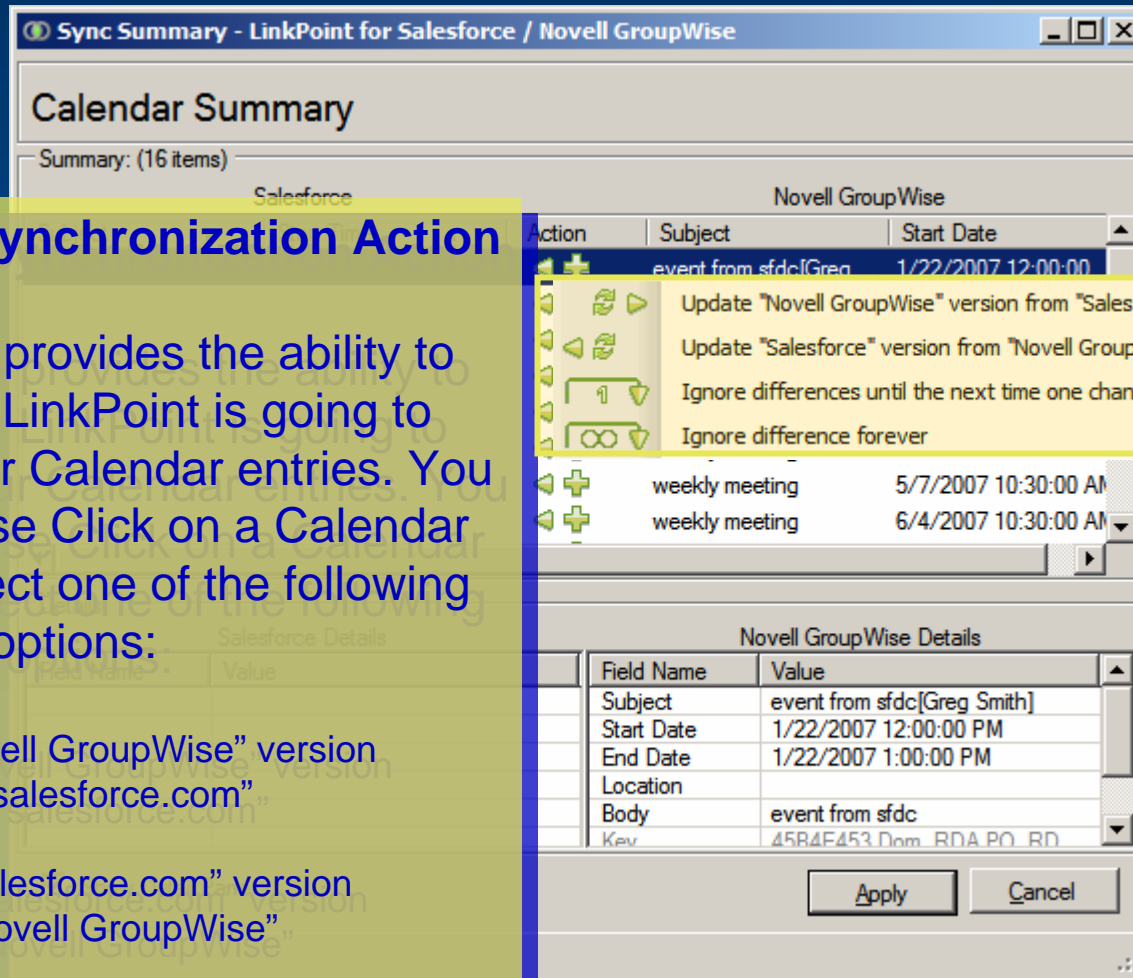
- ◀ ✖ Delete From salesforce.com
- ✖ ▶ Delete From salesforce.com
- ▶ + Add to Novell GroupWise
- ◀ + Add To salesforce.com
- 🔄 ▶ Update Novell GroupWise
- ◀ 🔄 Update salesforce.com

If you approve of the actions that LinkPoint will perform, click the Apply button.



## Show Detail Pane

By clicking the Show Detail Pane checkbox, you can see the details of the data in both systems.



## Changing the Synchronization Action

LinkPoint also provides the ability to override how LinkPoint is going to synchronize your Calendar entries. You can Right Mouse Click on a Calendar record and select one of the following options:

- Update “Novell GroupWise” version from “salesforce.com”
- Update “salesforce.com” version from “Novell GroupWise”
- Ignore differences until the next time one changes
- Ignore differences forever

# *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 Novell GroupWise from being synchronized to salesforce.com.

Sync Summary - LinkPoint for Salesforce / Novell GroupWise

### Contacts Summary

Summary: (281 / items)

Salesforce

Last Name	First Name	Email Address 1	Action	Last Name
Rubble	Bamey	bamey.rubble...	 	Rubble
Pheasey	Frederick	frederickphea...	 	Pheasey
Watson	Tim	timwatson@li...	 	Watson
Webb	Thomas	thomaswebb...	 	Webb
Welch	Jery	jerywelch@li...	 	Welch
Wilhite	Steve	stevewilhite...	 	Wilhite
Williams	Geisha	geishawilliam...	 	Williams
Wilson	Steve	stevewilson...	 	Wilson
Wright	Gregory	gregorywright...	 	Wright
Yackira	Michael	michaelyackir...	 	Yackira
Yager	Jery	jeryyager@li...	 	Yager
Yañez	Yañez	yañez@yañe...	 	Yañez
Yeaman	Eric	ericyeaman@...	 	Yeaman
Flintstone	Wilma	wilma.flintston...	 	
Dokhoan	Nart	nartdokhoan...	 	







Show Detail Pane

## Contacts Summary

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

This screen identifies how LinkPoint will synchronize the Contacts between the two systems.

### System Action Key

-  Delete From salesforce.com
-  Delete From salesforce.com
-  Add to Novell GroupWise
-  Add To salesforce.com
-  Update Novell GroupWise
-  Update salesforce.com

If you approve of the actions that LinkPoint will perform, click the Apply button.

Sync Summary - LinkPoint for Salesforce / Novell GroupWise

### Contacts Summary

Summary: (2817 items)

Salesforce				Novell GroupWise		
Last Name	First Name	Email Address 1	Action	Last Name	First Name	Email Address
Rubble	Bamey	bamey.rubble...	↻ ▶	Rubble	Bamey	bamey.rubble...
Pheasey	Frederick	frederickphea...	↻ ▶	Pheasey	Frederick	frederickphea...
Watson	Tim	timwatson@li...	↻ ▶	Watson	Tim	timwatson@li...
Webb	Thomas	thomaswebb...	↻ ▶	Webb	Thomas	thomaswebb...
Welch	Jery	jerywelch@li...	◀ ↻	Welch	Jery	jerywelch@li...
Wilhite	Steve	stevewilhite...	◀ ↻	Wilhite	Steve	stevewilhite...
Williams	Geisha	geishawilliam...	↻ ▶	Williams	Geisha	geishawilliam...

Details:

Salesforce Details		Novell GroupWise Details	
Field Name	Value	Field Name	Value
Salutation		Greeting	
First Name	Bamey	First Name	Bamey
Last Name	Rubble	Last Name	Rubble
Job Title		Comments	
Address Line 1	3 Slate St	Job Title	
City	Cafe Town	Office Street	3 Slate St

Show Detail Pane

Apply Cancel

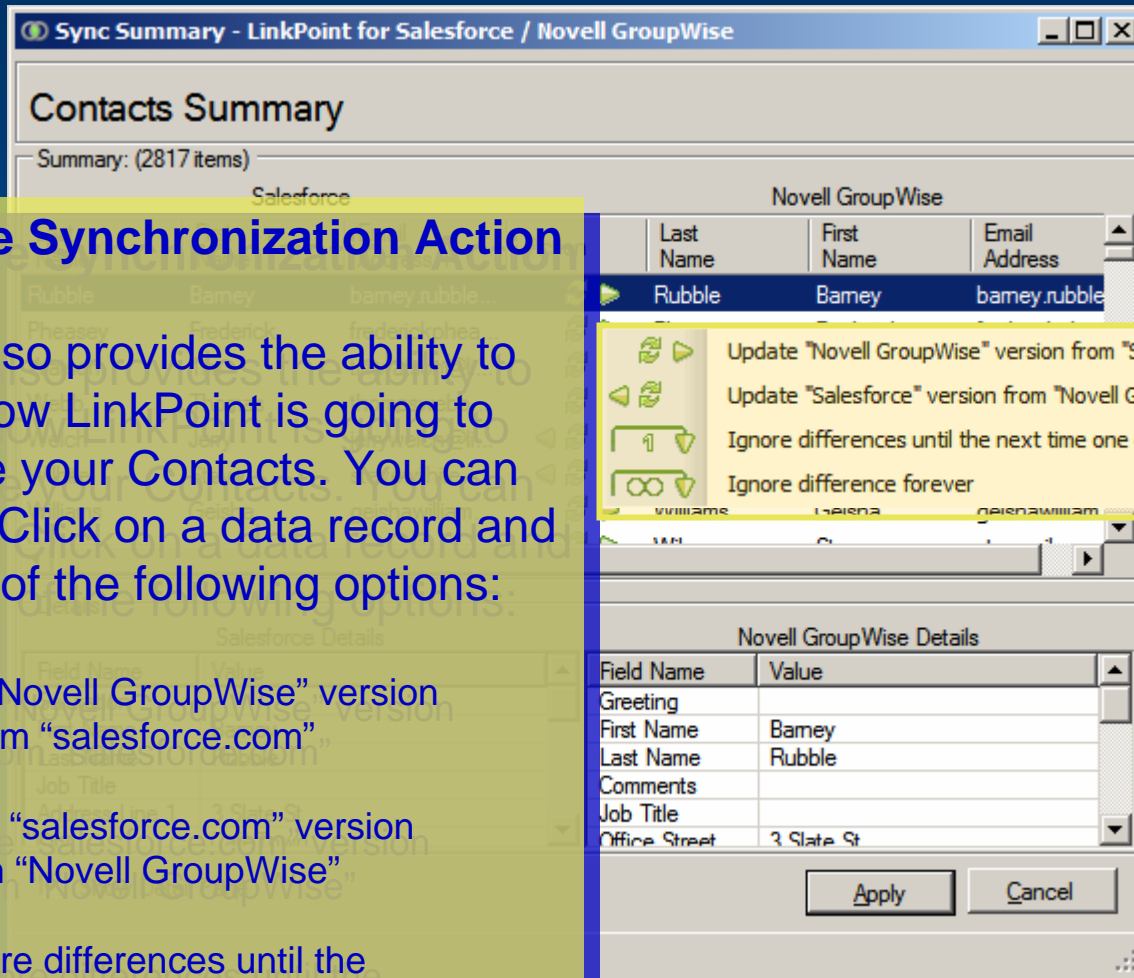
## Show Detail Pane

By clicking the Show Detail Pane checkbox, you can see the details of the data in both systems.

## Changing the Synchronization Action

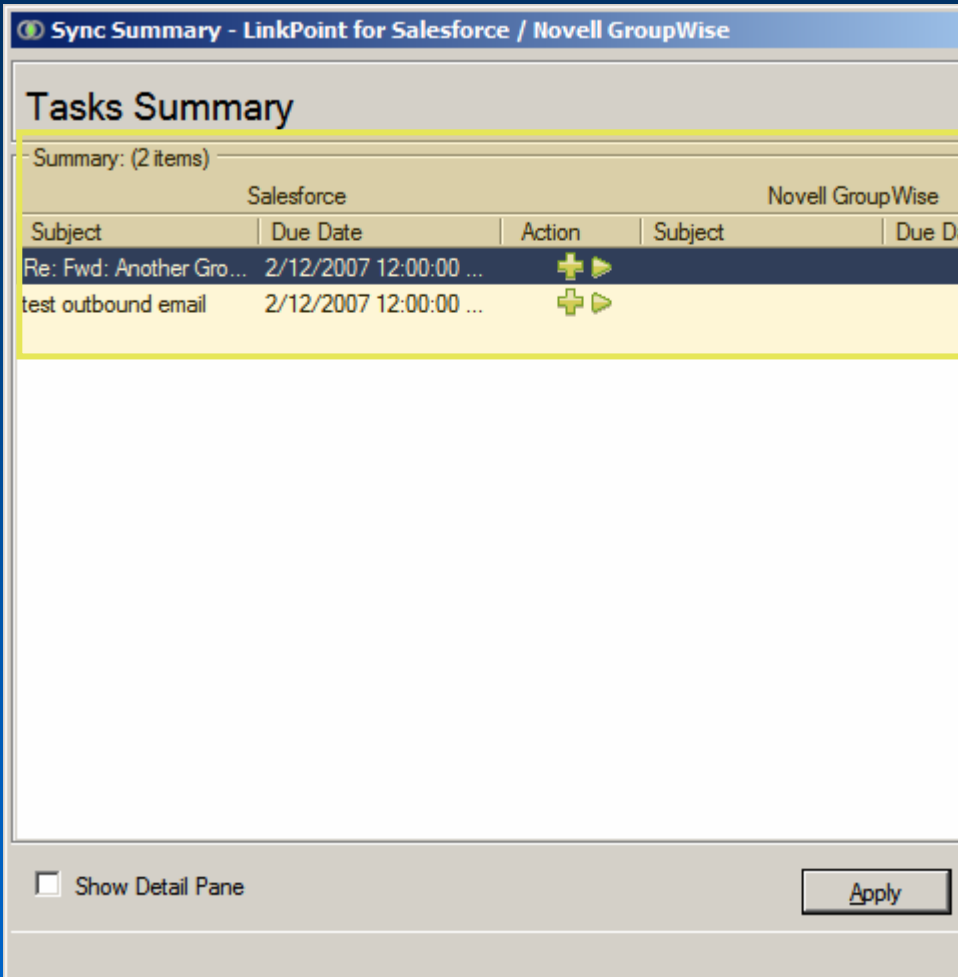
LinkPoint also provides the ability to override how LinkPoint is going to synchronize your Contacts. You can Right Mouse Click on a data record and select one of the following options:

- Update “Novell GroupWise” version from “salesforce.com”
- Update “salesforce.com” version from “Novell GroupWise”
- Ignore differences until the next time one changes
- Ignore differences forever



# ***Task Synchronization***

- LinkPoint will synchronize all Task entries for the past 30 days and 365 future days.
- To prevent private Task entries in Novell GroupWise from synchronizing to salesforce.com, mark them as Private.



## Tasks Summary

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

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

### Action Key

- Delete From salesforce.com
- Delete From salesforce.com
- Add to Novell GroupWise
- Add To salesforce.com
- Update Novell GroupWise
- Update salesforce.com

If you approve of the actions that LinkPoint will perform, click the Apply button.

**Sync Summary - LinkPoint for Salesforce / Novell GroupWise**

### Tasks Summary

Summary: (2 items)

Salesforce			Novell GroupWise	
Subject	Due Date	Action	Subject	Due Date
Re: Fwd: Another Gro...	2/12/2007 12:00:00 ...	+ ▶		
test outbound email	2/12/2007 12:00:00 ...	+ ▶		

Details:

Salesforce Details		Novell GroupWise Details	
Field Name	Value	Field Name	Value
Subject	Re: Fwd: Another GroupWise E...		
Description	From: CSilva@rdanet.com!To: gl...		
Due Date	2/12/2007 12:00:00 AM		
Status Code	Completed		
Priority	Normal		
Who Id	0033000000NDwEIAAI		

Show Detail Pane

Apply Cancel

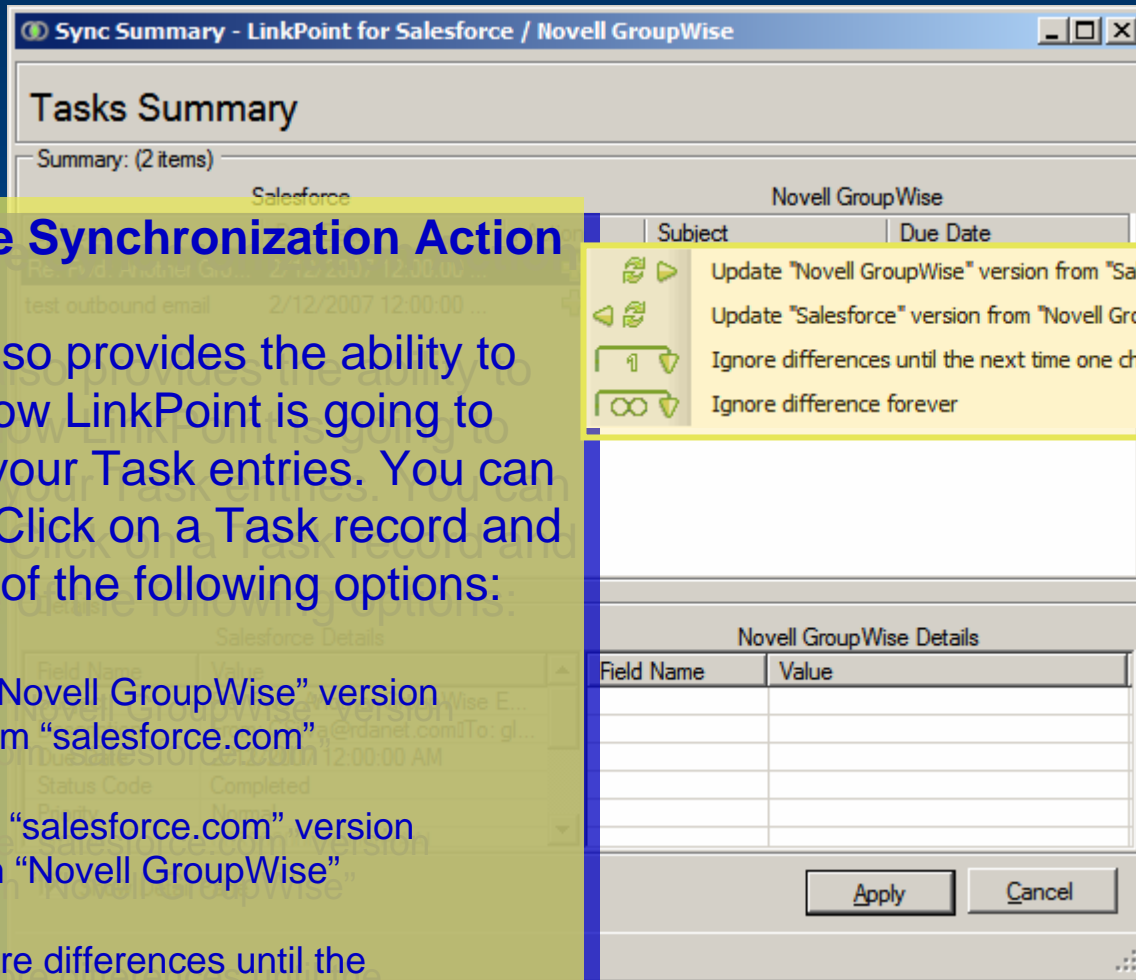
## Show Detail Pane

By clicking the Show Detail Pane checkbox, you can see the details of the data in both systems.

## Changing the Synchronization Action

LinkPoint also provides the ability to override how LinkPoint is going to synchronize your Task entries. You can Right Mouse Click on a Task record and select one of the following options:

- Update “Novell GroupWise” version from “salesforce.com”
- Update “salesforce.com” version from “Novell GroupWise”
- Ignore differences until the next time one changes
- Ignore differences forever



# ***Contact Information***

The LinkPoint synchronization tutorial is now complete. Please contact us for additional Sales or Support questions.

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