

SuperOffice CRM 5 Outlook Mail Link

The SuperOffice CRM 5 Outlook Mail Link will add new functions to the Outlook Inbox, making it able to work together with SuperOffice CRM 5 in a very efficient way. The SuperOffice CRM 5 Outlook Mail Link makes you able to perform basically the same CRM 5 related functions as in the SuperOffice CRM 5 standard inbox, but now directly by using the CRM 5-customized Outlook application. The Outlook Inbox will replace the SuperOffice CRM 5 Inbox. This is convenient for companies with an "Outlook-policy".

For certain categories of SuperOffice CRM 5 users, the kind of integration this Link offers will provide a very convenient workflow connected to writing, reading and storing of e-mails.

By using filtering options, the users may decide, among other things which e-mails to be stored and when to be deleted.

The scenarios below describes the main features and workflow when working with SuperOffice CRM 5 and the Outlook Mail Link:

You can store e-mails directly from the Outlook Inbox into CRM 5

Select (one or several) e-mails in the Outlook Inbox and press the new button "Store in CRM 5". The selected e-mails will be sent to CRM 5. The senders e-mail address will be used as the key and the mail will automatically be stored on the corresponding contact card and contact person. If you are more interested in the attached document than the e-mail itself, you are also able to store the attachment directly as a document in SuperOffice CRM 5. You may also store an e-mail as a task directly in CRM 5.

You can create and send an e-mail directly from Outlook

The e-mail will automatically be stored in SuperOffice CRM 5, provided you are using an e-mail address that is found on a

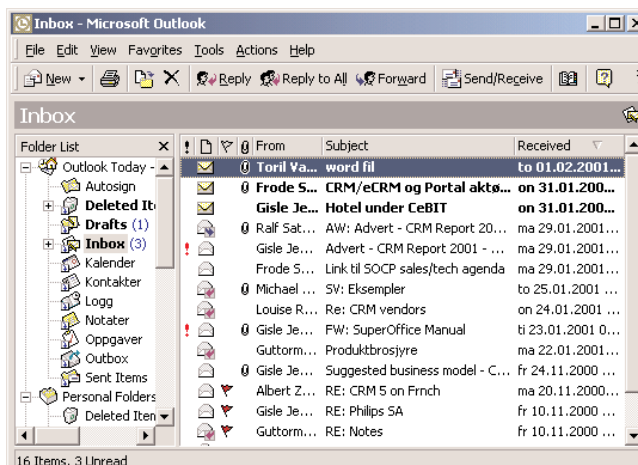
contact person in the SuperOffice CRM 5 database.

This function can be turned on and off by the individual user.

You can still use the built-in e-mail functions in CRM 5

The built in e-mail functions in SuperOffice CRM 5 can still be used for selecting contact persons and creating new mails.

The same applies to the functions Reply and Forward initiated from the SuperOffice CRM activity list. Selecting "e-mail" in the SuperOffice CRM 5 navigator will however take you directly to the Outlook Inbox (the CRM 5 standard Inbox is replaced by the Outlook Inbox).



System requirements:

- Outlook 2000
- SuperOffice CRM 5 v.5.0.40.x or higher.
- Minimum 64 MB RAM

SuperOffice ASA
Tlf: +47 22 51 70 00
www.superoffice.com

SuperOffice Norge AS
Tlf: +47 22 51 70 00
www.superoffice.no

SuperOffice Sverige AB
Tlf: +46 8 522 33 800
www.superoffice.se

SuperOffice Danmark A/S
Tlf: +45 70 10 22 01
www.superoffice.dk

SuperOffice Germany GmbH
Tlf: +49 231 75 860
www.superoffice.de

SuperOffice Benelux B.V.
Tlf: +31 73 6 919191
www.superoffice.nl



SuperOffice®