

Content Organizer

Outlook Integration for CRM on Demand



Maximize Your Investment in Oracle CRM On Demand

Eagle Creek & Oracle

Eagle Creek is the largest onshore CRM and BI services organization in North America.

Our services include:

- CRM
- Business Intelligence
- Applications Development
- Data Management & Integration

Eagle Creek helps customers gain the full benefits of Oracle CRM solutions through certified implementation, integration, support, testing, and customization services. As an Oracle Gold Partner with 300 consultants, Eagle Creek is uniquely positioned to assist clients with regional and global CRM deployments.

Eagle Creek provides the highest quality, yet most cost effective CRM & BI consulting & technical expertise to the enterprise. Our unique delivery model includes offsite but onshore Technology Center based capability that allows our customers to manage cost without compromising quality.



CRM On Demand Outlook Synchronization

Content Organizer is a custom built application that allows the synchronization between Oracle CRM On Demand and Outlook and can be customized to meet business requirements. There is no licensing cost, only an initial customization fee. Contacts can be brought from CRM On Demand to Outlook as well as a 2-way sync for both Tasks and Appointments. The application does not look at private Contacts, Tasks or Appointments in either CRM On Demand or Outlook, and eliminates record duplication that occurs with other applications.

Contact Synchronization

Content Organizer allows Contacts to be brought over from Oracle CRM On Demand to Outlook using the email as the unique identifier. It queries out all the Contacts in CRM On Demand that have the owner of the user that is signed in and have been modified since the last search (if the application is running for the first time it queries out all Contacts with the user as the owner).

Task Synchronization

Content Organizer allows Tasks to be brought over from Oracle CRM On Demand to Outlook and from Outlook to CRM On Demand using the subject as the unique identifier. It queries out all the Tasks in CRM On Demand that have the owner of the user that is signed in.

Appointments Synchronization

The application allows Appointments to be brought over from Oracle CRM On Demand to Outlook and from Outlook to CRM On Demand using the subject and the start time as the unique identifier. It queries out all the Appointments in CRM On Demand that have the owner of the user that is signed in. Recurrence for Appointments is supported.

Committed to our Customers

Our clients choose Oracle CRM On Demand for reasons such as lower total cost of ownership, speed of deployment, or quicker ROI.

Some of our clients:

- AGCO
- Bluetech
- BPM
- BlueStar
- FredWeber
- Genuine Health
- School Specialty
- Language Logic
- Peoples Bank
- Liebert
- Thompson West
- Cardio Net
- Land O Lakes
- Terex
- Avatar International
- Celadon Trucking
- Behlen
- Culligan
- PCG
- Emerson Network Power
- Emerson Process Management
- Bentley Prince Street
- Novatel
- Specialty Minerals
- InSinkErator
- Land O Lakes
- Agilysys
- Emerson Embedded Power and Computing

For more information visit:
www.eaglecrk.com

CRM On Demand Outlook Synchronization

Features include:

- Bi-directional & one way synch for contacts.
- Two-way synch for appointments.
- Two-way synchronization of tasks
- No use of Oracle PIM Sync required

Contacts (Outlook with CRM On Demand Synch)

- Bi-Directional Sync Option
- One-Way Sync options
- CRM On Demand to Outlook or Outlook to CRM On Demand
- Non-private Contacts will be synchronized
- Email field used to define record uniqueness

Appointments (Outlook with CRM On Demand Synch)

- Two-way synchronization
- Non-private appointments will be synchronized
- +/- 30 day window for synchronization (can be customized for longer/shorter window)
- Supports proper synchronization of recurring appointments
- No duplication of recurring appointments

Tasks (Outlook with CRM On Demand Synch)

- Two-way synchronization
- Activities of type Task in CRM On Demand
- +/- 30 day window for synchronization (can be customized for longer/shorter window)

Works with:

- Microsoft Windows XP & 7
- Microsoft Office 2007 & up
- Microsoft Outlook 2007 & 2010
- Easy to use and download.

CRM On Demand Calendars after Appointment synchronization

