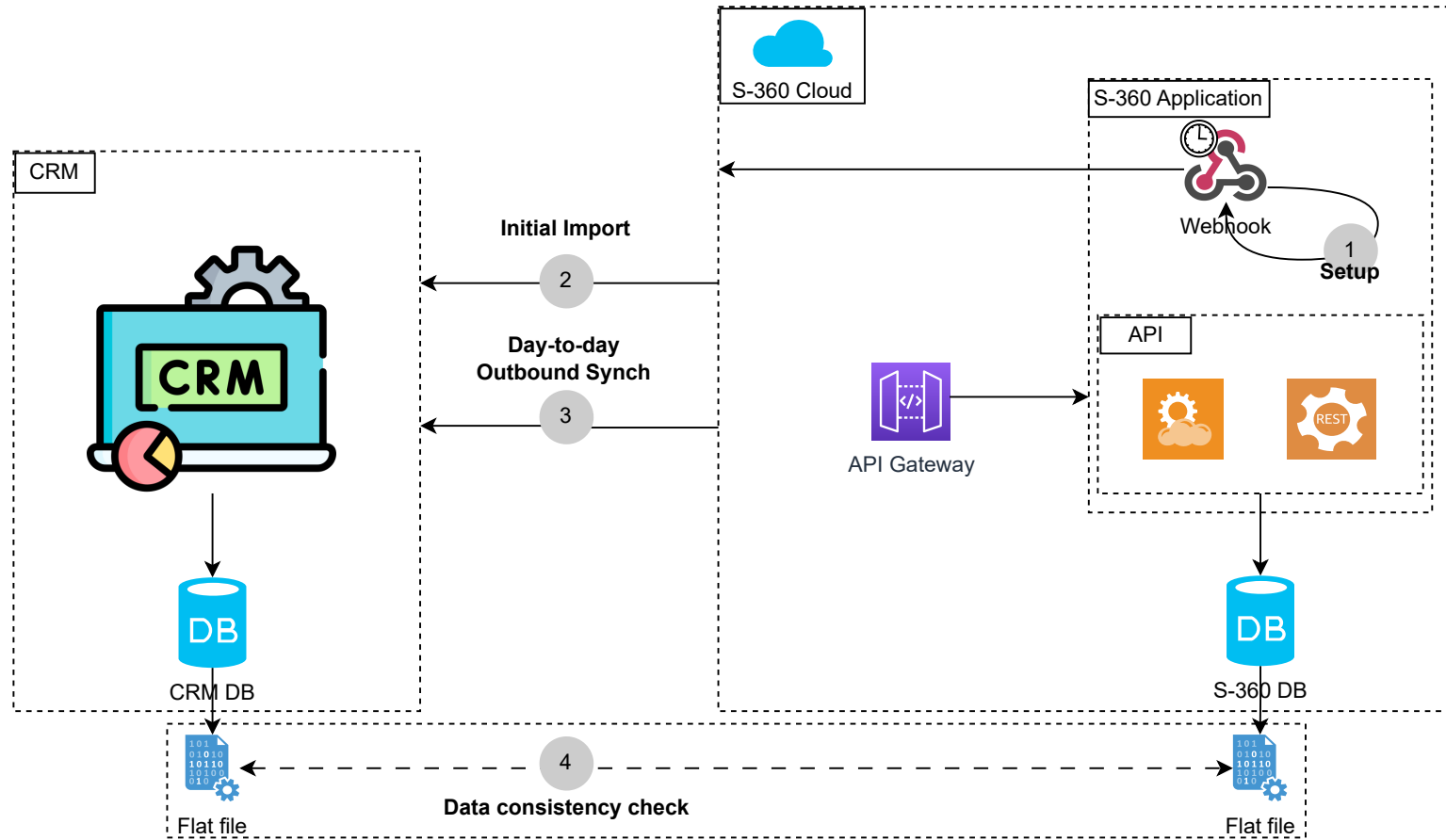


# Unidirectional Order synchronization between S-360 and an external CRM

S-360 enables seamless order synchronization between its platform and external CRM systems, facilitating integration with a wide range of third-party CRM solutions. This order synchronization feature ensures efficient and accurate data flow between S-360 and the CRM, enhancing operational effectiveness. The reference architecture provides comprehensive guidance on integrating S-360 with different CRM systems, outlining the fundamental integration principles applicable to various use cases (Targeting, support,..).



**1 Setup :** To establish communication between S-360 and the CRM system, a specific configuration is required. This configuration can be performed by a Secutix integrator or collaborator with access to S-360 backend. The CRM system needs to provide a designated URL to receive the orders, which is then defined within the [Webhook](#) settings for seamless order data pushing.

**2 Initial import :** To initiate the synchronization of orders, a dedicated service request must be submitted to SecuTix. This request ensures that all intended orders are correctly flagged for synchronization within the specified timeframe. Once flagged, the order synchronization process seamlessly proceeds according to the established procedures outlined in step (3).

**3 Day-to-day Outbound synchronization :** The previously defined URL is utilized for seamless day-to-day order synchronization. Orders created or modified in S-360 are sent every 15 minutes by default, with the ability to adjust the synchronization frequency (between 1 and 1440 minutes) through batch parameterization. It's important to note that this synchronization process has a maximum execution limit of 500 orders and a payload size restriction of 50 orders.

**4 Data consistency check :** To ensure consistency between CRM and S-360, it is important to address potential discrepancies that may arise during the day-to-day Inbound/Outbound Synchronization. In the event of missing or mismatched data in either system, a recommended approach is to perform a flat file export from both databases, including a unique key for each record. These exported files can then be used for systematic data comparison, facilitating the identification and resolution of any inconsistencies. By conducting regular data consistency checks, the integrity and alignment between CRM and S-360 can be effectively maintained.

