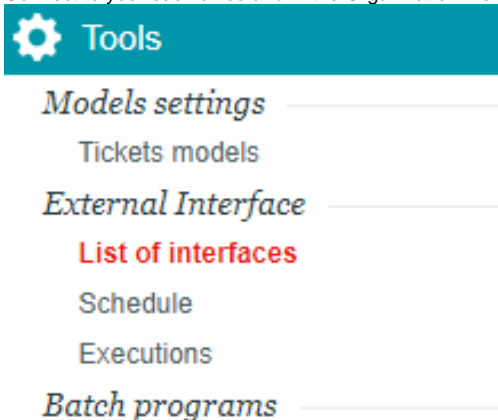


CRM integration - contact data synchronization

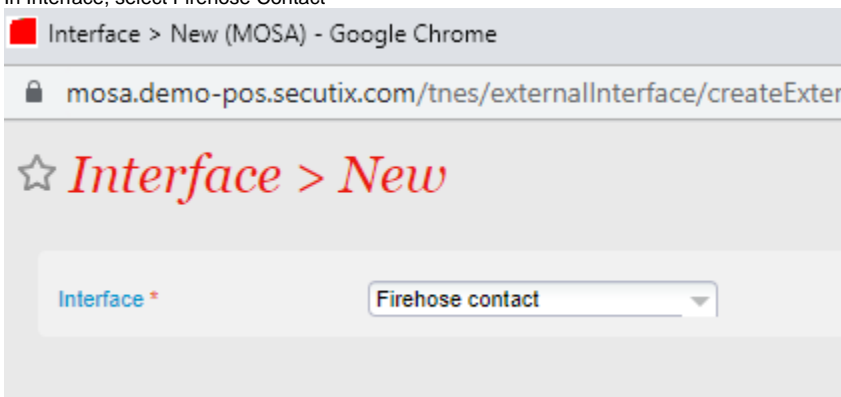
A) S-360 CRM. Webhook Set-up

Before you start this process, make sure the customer has provided you with the webhook URL from the receiving application, ie the CRM system.

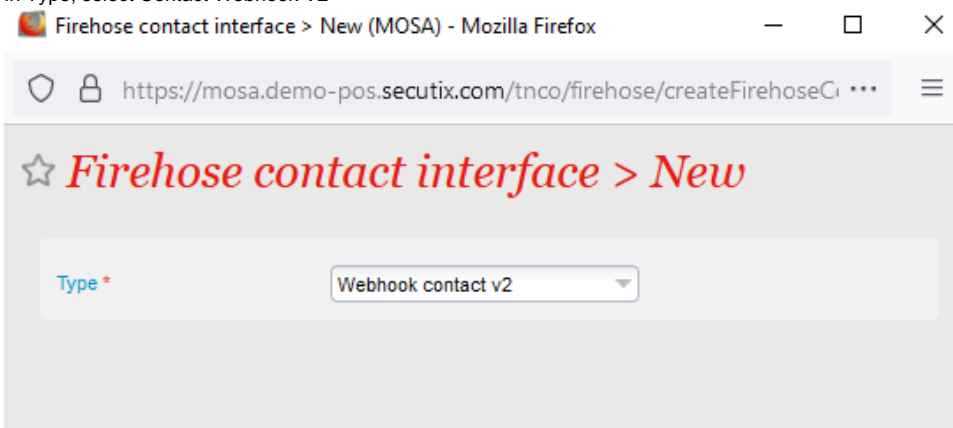
1. Connect to your back office and in the Organization menu, Click on Tools, then on List of Interfaces.



2. Click on +NEW
3. In Interface, select Firehose Contact



4. Click on NEXT
5. In Type, select Contact Webhook V2



6. Click on NEXT
7. Fill the fields as follows:
 - a. **General**
 - i. Name your interface
 - ii. Enter the URL provided by the customer's CRM system
 - iii. Set the same values for the required numbers
 - iv. In the list of Data sen:
 - GENERAL will send the values of the call getContactData

You can add for example (separated by a comma):

- ADDRESSES
- AUTHORIZATIONS
- CRITERIA

General
Schedules
Executions

☆ Firehose contact interface > Webhook Contact V2

Interface type

Firehose contact

Type

Webhook contact v2

Internal name *

FR *

Webhook Contact V2

EN

ES

DE

IT

URL

TEST-https://postman-echo.com/post

Login

Password

Email notification to recipients, execution failed

Number of retries before warning

8

Number of retries before stop

12

Retry delay after error in second

60

Processing timeout delay in second

60

Details. List of details to use separated by comma *

GENERAL,ADDRESSES

Filter

Authentication mode *

NONE

Custom parameters (key=value)

b. **Schedules**

You can set up how you want the data to be pushed (automatic VS manual & its frequency.)

- Click on +NEW
- Function: select Notify change in contact

🛡️ 🔒

https://mosa.demo-pos.secutix.com/tnco/schedule/createIn

Schedule > New

Interface type

Firehose contact

Interface name

Webhook Contact V2

Function *

Notify change in contact

- iii. Apply the following set-up, then click on Schedule in the bottom right corner
With the following configuration, contacts that have changed will be sent to the webhook by batches of 100, once every minute.

Schedule > New

The screenshot shows a configuration form for a 'Firehose contact' interface. The form is titled 'Webhook Contact V2' and has a function of 'Notify change in contact'. The 'Launch' is set to 'Automatic'. The 'Internal name' is 'FR' and the 'Internal name' is 'Notify change in contact'. The 'Frequency' is set to '1 minute'. The 'Start' section has two options: 'Start date' and 'Days before first product date'. The 'Start time' is set to '12:00 am'. The 'End' section has two options: 'End date' and 'Days after first product date'. The 'End time' is set to '12:00 am'. The 'Batch size' is set to '100'. The 'Bucket size' is set to '1'. The 'Specific identifiers list' is empty. The 'File to upload' is set to 'Please select...'. At the bottom right, there are three buttons: 'SCHEDULE', 'IMMEDIATE EXECUTION', and 'CANCEL'.

B) CRM S-360. API Set-up

When a contact is changed in your CRM system, you need to call an S-360 API to push the change to S-360. To do so, you need to use the `saveIndividualContactData` method.

You will find the main template and some demo use cases below:

