



Knouen OfficeSync for Siebel

Enable Stronger Customer Relationships

	Knouen OfficeSync	Siebel Server Sync for Exchange	
Bi-directional Contact Synchronization	●	●	Automated contact sync Ability to sync Outlook contact with Siebel in both online and offline modes
Bi-directional Appointment Synchronization	●	●	Synchronize calendars Automate calendar sync between Outlook and Siebel
Bi-directional Task Synchronization	●	●	Task Synchronization Sync Outlook tasks with Siebel activities
Direct Exchange Synchronization		●	Smart Client architecture OfficeSync has Smart Client architecture which eliminates the need to connect to Exchange Server
Integration with E-mail, Attachments and Files	●		Associate Email, Files and Attachments with Siebel items
Create and edit Siebel items (Opportunity, Activity, etc.)	●		Ability to create Siebel items using Outlook items No duplication of data entry
Support for secure communication protocols (SSL, IPSec)	●		Robust security infrastructure with support for industry standard encryption
Enable ad-hoc collaboration between Siebel and non-Siebel users	●		Collaborate with Siebel and non-Siebel users from within Outlook
Robust alerting infrastructure	●		Subscribe to Siebel items and receive Outlook style alert notifications
360 degree view of customers	●		Comprehensive view of customers in one place
Enterprise-level management capabilities	●		Robust error logging and user management
Support for Siebel 6.1.x and higher	●		NO UPGRADE requirement to latest Siebel system.



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