SuperOffice AS

What's new in SuperOffice 10

SuperOffice AS
Updated: 05 December 2022

SUMMARY OF HIGHLIGHTS

SuperOffice 10 – a new version of SuperOffice CRM – is now ready to offer you brand new & improved features that are designed to help you turn relationships into revenue.

Adding flexibility are key words for this first release of SuperOffice 10: To start off, this version brings a new price and packaging model that increases the flexibility where customers can choose the products that fit their business best. The new model includes new product names, several editions of our solutions and introduces new add-on products.

Furthermore, SuperOffice 10 launches the advanced dashboards feature that expands your ability to customize the dashboard reports, including letting you create different reports to different user groups. In addition, the new Screen designer feature allows you to configure your own main standard screens as well as design the layout of your More tabs. Additional highlights include the introduction of SuperOffice AI which embeds the power of AI into SuperOffice and will help you make better sense of data, automate work processes to save time and reduce manual work.

With the new product packaging, new features, technological and feature improvements and introducing new add-ons, SuperOffice 10 is a solution available today and created for tomorrow's CRM needs.

After your upgrade to SuperOffice 10, there are some changes to note:

- The sorting and placing of your user defined fields will change and automatically presents itself into two columns in the More tab of your solution.
- If you want to revert to the lay-out used to be, we suggest that you document todays lay-out. The easiest way is to take a picture of the More tab.
- If you are not happy with the autogenerated lay-out, you need the new **Screen designer** to adjust it, available as a feature in **Development Tools**.

Details of the new features are outlined in the Welcome to SuperOffice 10 article.

Read more about the new features in this release here:

- 10.0.1: Screen designer, Dashboard, Forms
- 10.0.2: Dashboard, Screen designer, Forms, Scripts
- 10.0.3: Dashboard, Screen designer, Chat
- 10.0.4: Dashboard, Mailing, Chat
- 10.0.5: Mailing, Chat, Mobile CRM, APIs
- 10.0.6: Five new UI languages in all modules, Screen designer, Dashboards, Chat (Online and Onsite release)
- 10.0.7: Selection charts, Request administration, Triggers of Approvals
- 10.1.1 Screen designer, APIs
- 10.1.2: Mobile CRM, Apps
- 10.1.3: Form, Chat
- 10.1.4: SharePoint document library, Dashboard/Find/Selection of Mailing/Form/Chat, CRMScript
- 10.1.5: Notification Sale Quote approval, Dashboard, Search on Mobile CRM
- 10.1.6: Sales targets, Configurable archives

- 10.1.8: Quick search
- 10.1.9: CRMScript, Dashboard

Important notes - Breaking changes in 10.1.x (from 10.0.x)

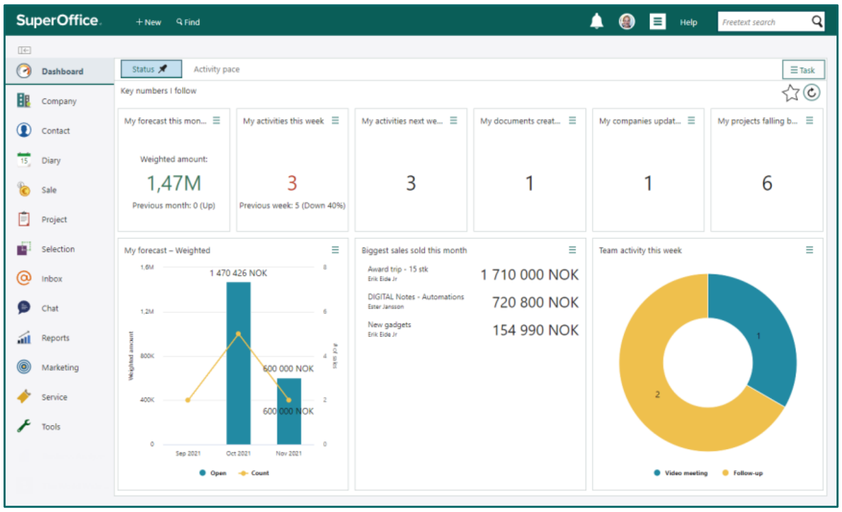
- Removed ability to install Web client in NetServer Services Remove Mode,
    - Support standalone only (Local Mode)
    - Support NetServer web services (for Service)
- NetServer requires startup bootstrap prior to API invocations.
- Removed LanguageInfoCache
- Changed ImpersonationContext
- Removed CacheBase, all caches to inherit new CacheBaseV2
- Modern authentication (OAuth 2.0) against SuperOffice Inbox and Service mailboxes over IMAP (Microsoft 365 only)

The possibility to have mixed logins was removed in SuperOffice **10.1.5**. But reimplemented in version **10.1.6** (05.10.2022), due to a lot of unexpected problems. Read the full overview in our Help Center & Community in the forum.

CONTENTS

New and improved CRM Core features

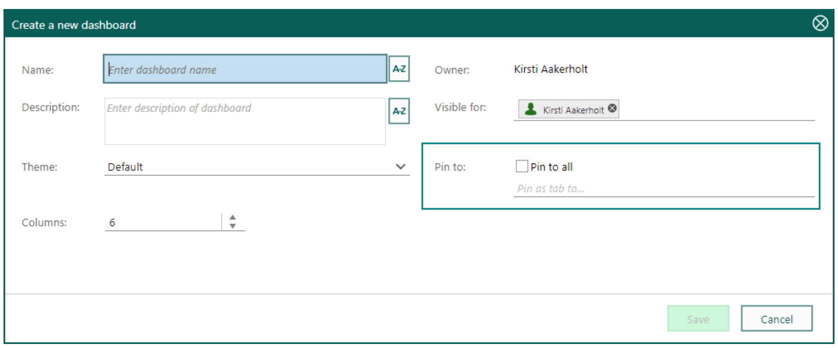
Dashboard – Improved functionality (10.0.1)

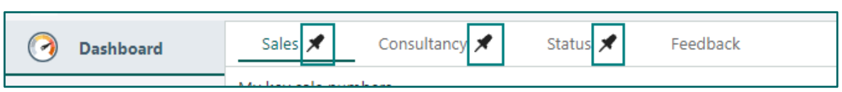


The dashboard can have as many **tiles** as you like or as many as needed. If adding too many you will get a scrollbar.

You can choose how many **columns** a dashboard should contain and what type of **theme** it can have.

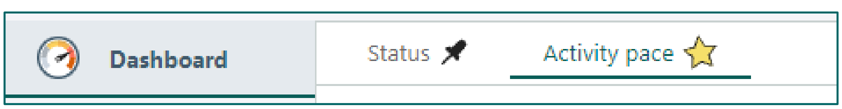
Read more about Dashboards on Learn the Essentials.



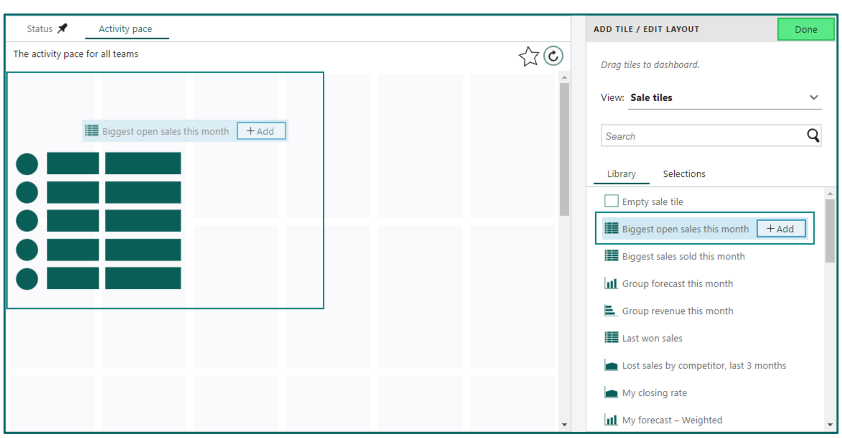


As an administrator you can create and **pin dashboards** to different users and user groups.

And you can also set **visible for** to users and user groups, so that a user not interested in very specialized dashboard will not be able to search for them. This to make the search cleaner and more valuable.



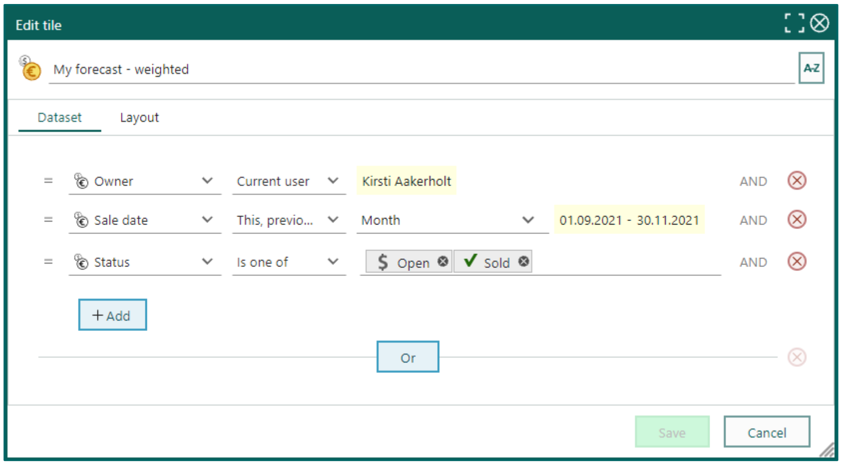
You can set a dashboard as favourite to always show it as a tab in your own dashboard view.



Drag and drop tiles into the grid and change the size to the exact wanted view.

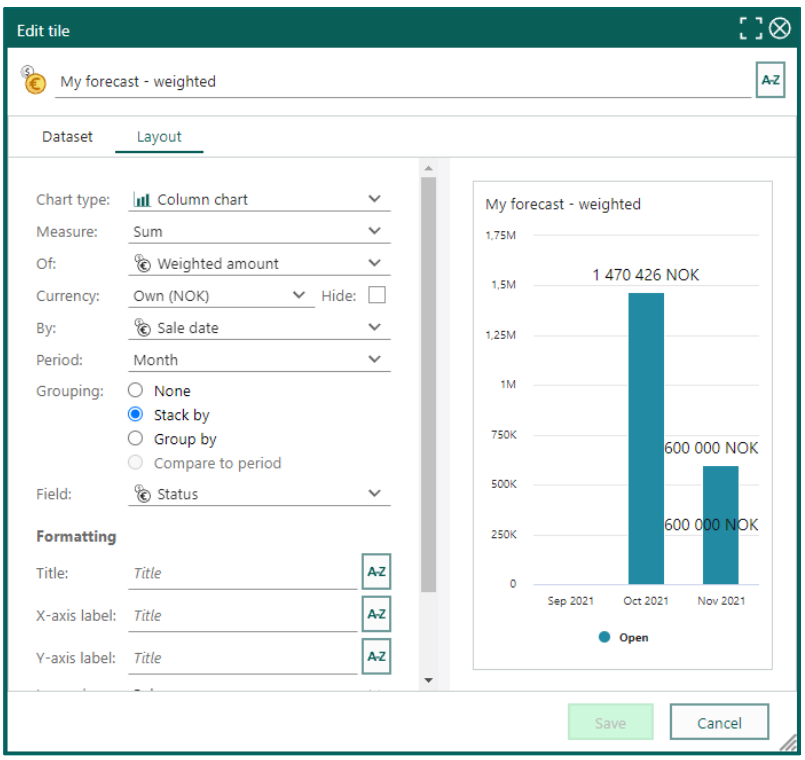
The **library** shows all available tiles.

You can also choose a chart from a dynamic **selection**.



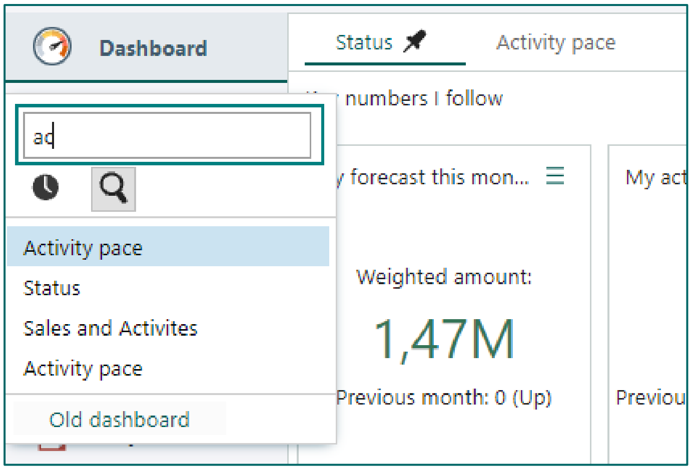
Change the **Dataset** behind the tile, just use criteria to get the exact data you want.

Changing this dataset will only change it on this tile, not on existing dashboards or new ones.



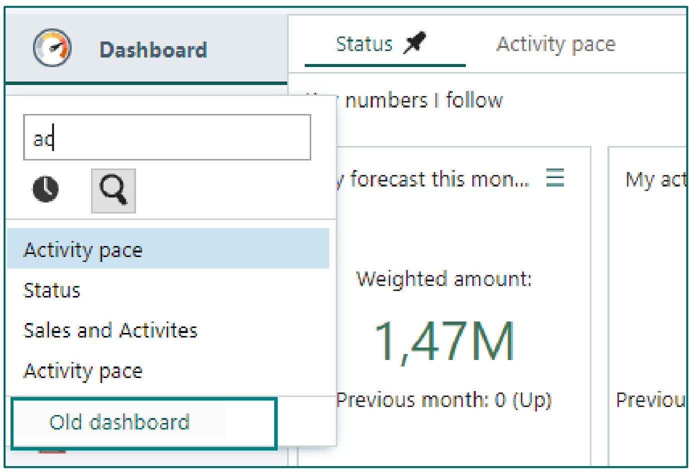
Change the **Layout** of the tile, so it explains the data as good as possible.

Note: If the **Layout** tab is disabled, this means you do not have sufficient user rights. Contact your administrator to get the needed user plan.



You can **search** for dashboards that either you or your colleagues have made.

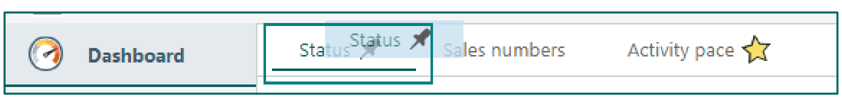
NB! Your favourites dashboard will always be shown as a tab in your dashboard view.



You still have access to your **Old dashboards**.

This is mainly to be able to recreate your old dashboards in the new layout. You cannot edit them anymore, only view.

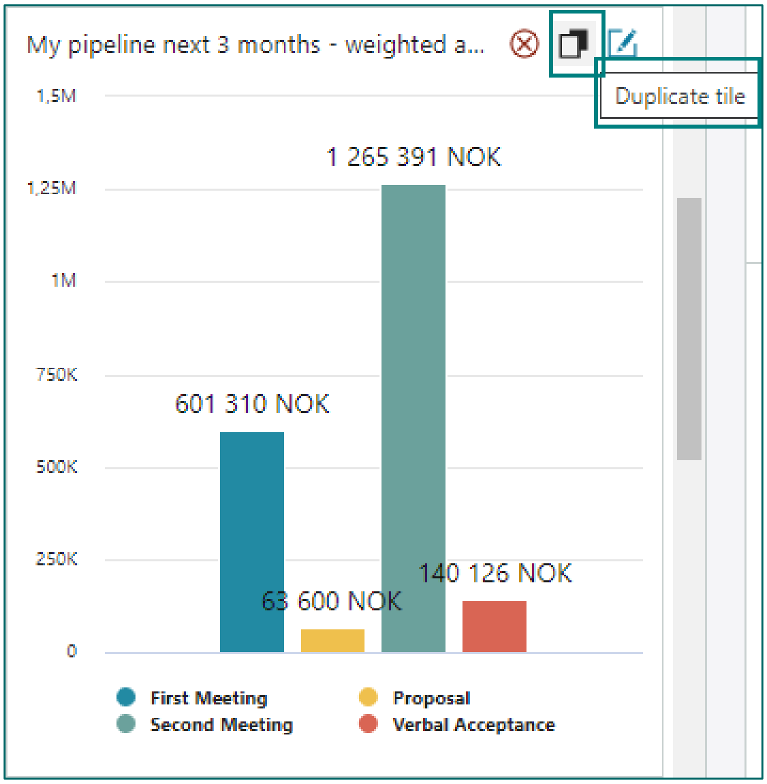
Dashboard – Change rank on tabs (10.0.2)



You can change the **rank** of the **tab** in the Dashboard screen, just **drag & drop** the tab on wanted placement.

This makes the Dashboard work better for you, as a user, so the most important tabs shows where you want them to be.

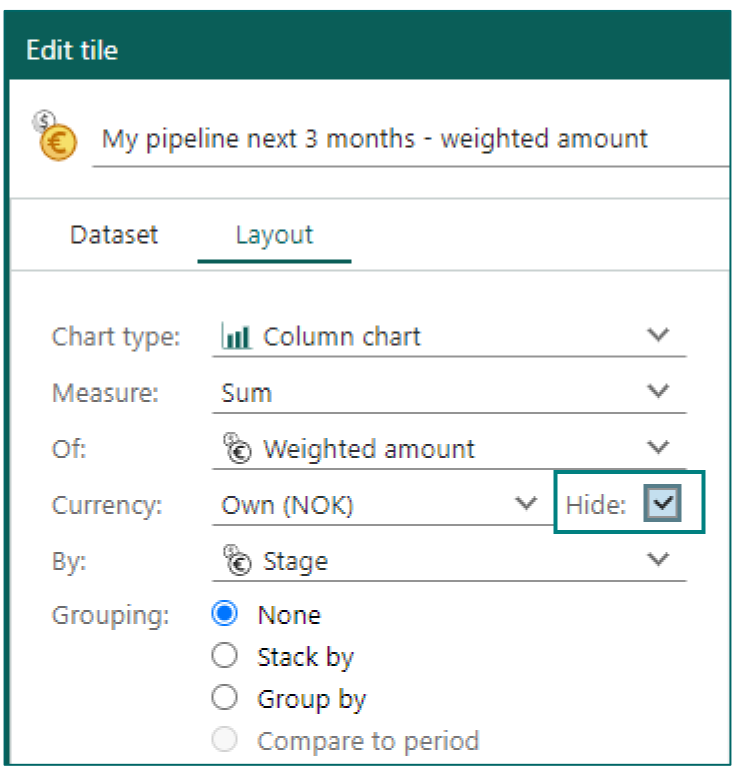
Dashboard – Duplicate tile within a dashboard (10.0.2)



If you are happy with one tile in a dashboard, and you want to reuse most of the settings, you can select the button **Duplicate tile** on the tile and make the changes you like.

Like that you can reuse the settings of a tile. Change the dataset to show same type of data for example for another group, or use a different group the tile layout.

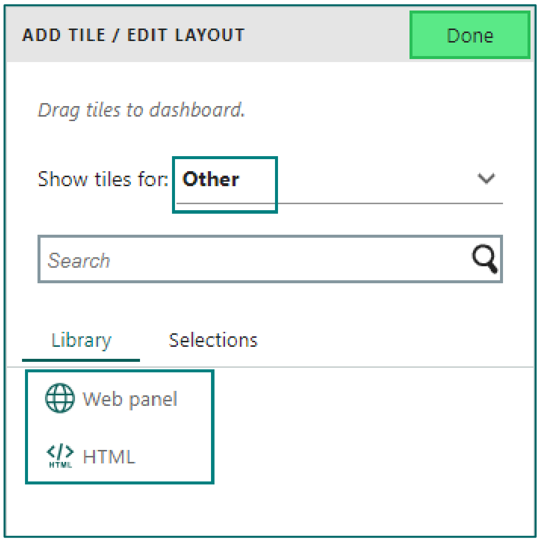
Dashboard – Hide currency info (10.0.2)

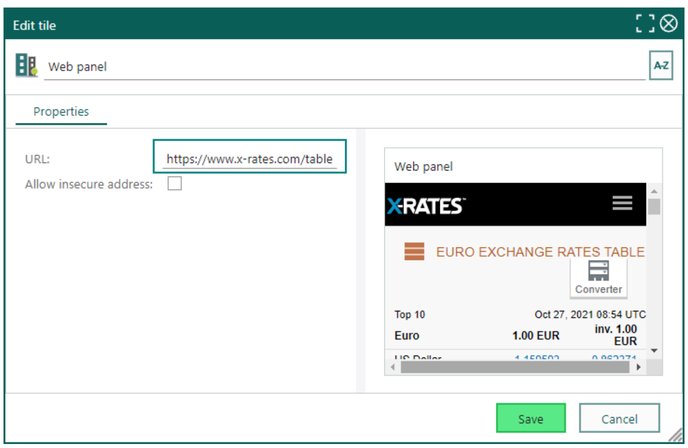


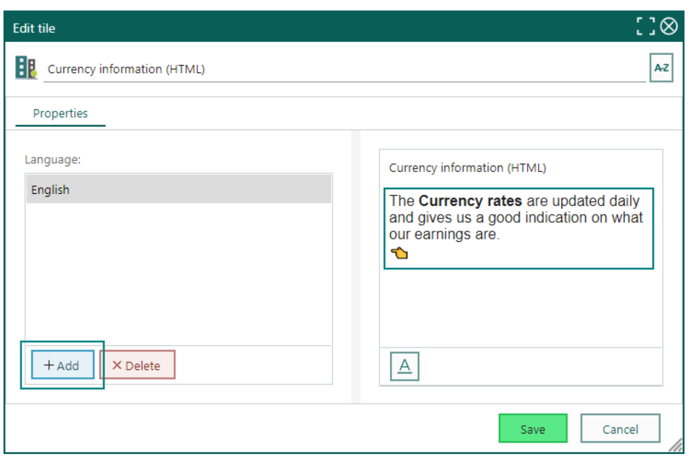
On some tiles the currency takes up a lot of space.

When you do not want to show the currency inside the tile, simply check **ON** the **Hide** currency.

Dashboard – Tiles for Web panel and HTML text and images (10.0.2)







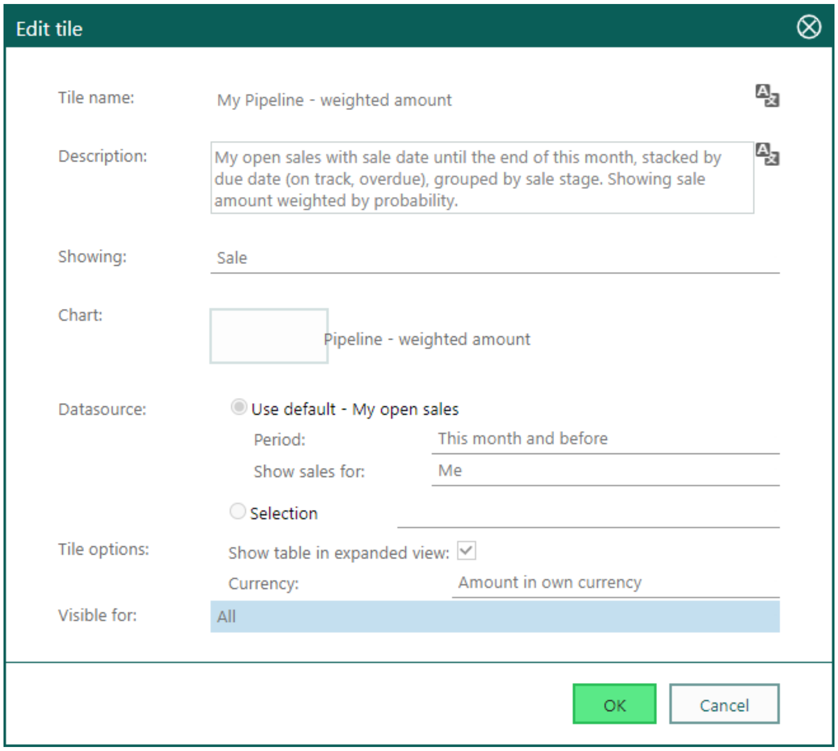
You can add a **Web panel** or **HTML** as a tile in your dashboard.

That opens up a lot of possibilities, both to style it and to show information not just inside SuperOffice CRM.

As for **Web panel tile –** you add an url you want to show, and drag & drop the tile where you like on the dashboard.

Using the **HTML tile**, you can add text in all our languages, like an explanation to the dashboard or a tile. You have the same formatting option for text as you have for Chats and Forms.

Dashboard – Old dashboard with read mode on tile (10.0.2)



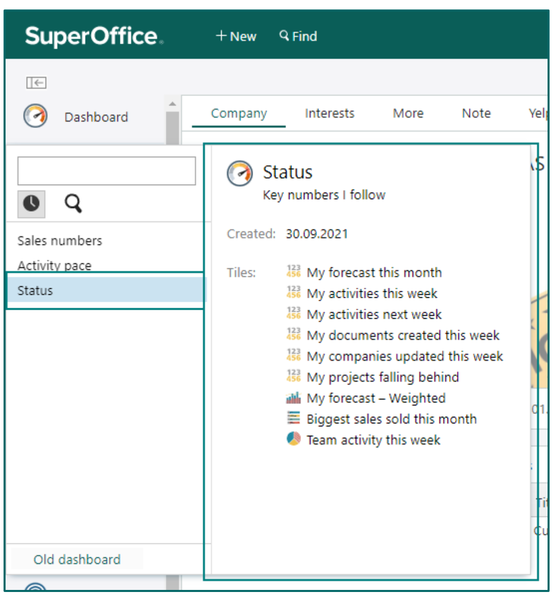
On the Old dashboard, you probably have some tiles your really would like to recreate in our new Dashboard.

To do so, you have the option to Click on **Old dashboard** and the wanted tile, go to **Edit** and you have the **read mode** of the tile to see the different settings and selections you have used for the tile.

With that information you can now create a new tile in the new dashboard.

As a suggestion, you can take a screendump, to easier compare settings for the new tile in the new dashboard and the screendump from the old dashboard.

Dashboard – Preview in navigator (10.0.3)

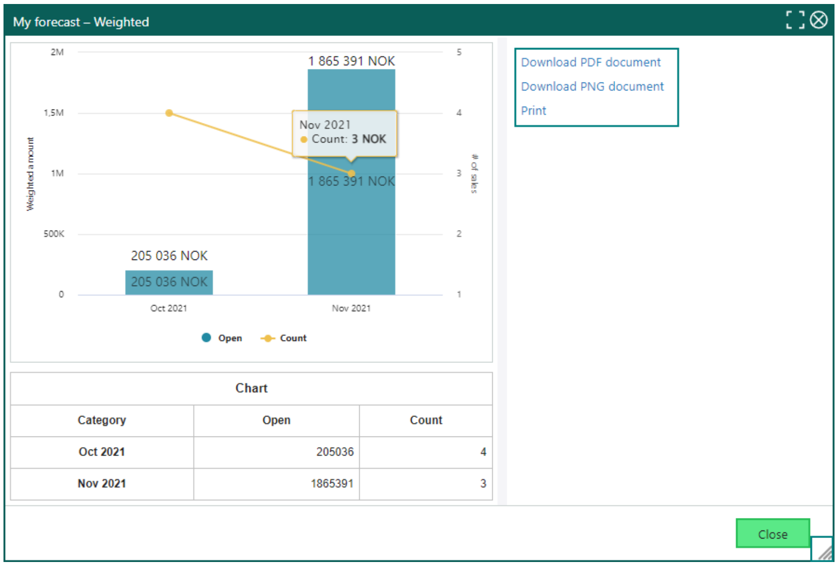


When using the **navigator** to find dashboards, you get a **preview** of the dashboard.

It will give you a better indication on what the dashboard will contain and if it was the one you wanted.

The information in the preview is name, description, when created/updated and what tiles it contains.

Dashboard – Full screen with tasks (10.0.3)

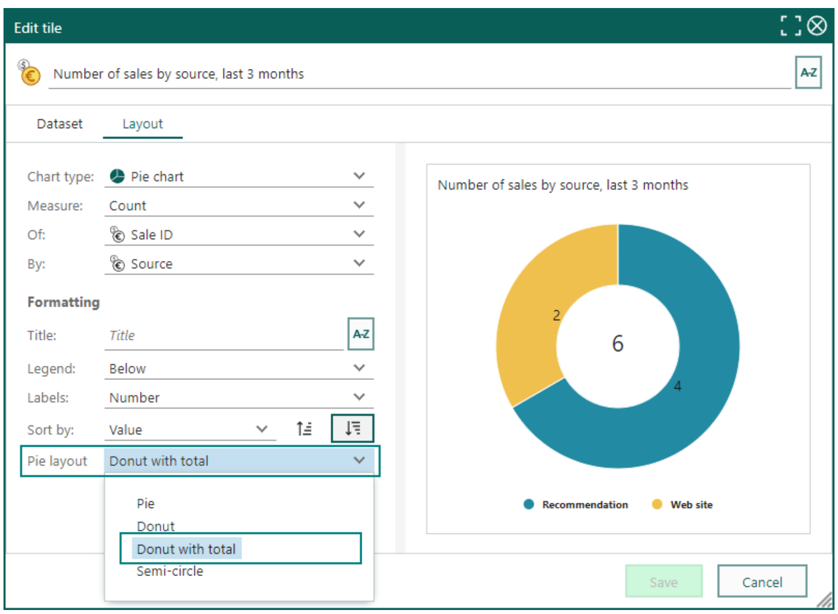


When you **view a tile in full screen**, you can change the **window size** in the bottom right corner.

And you can select different **tasks** for the tile.

- Download PDF document
- Download PNG document
- Print

Dashboard – Donut tile with totals (10.0.3)

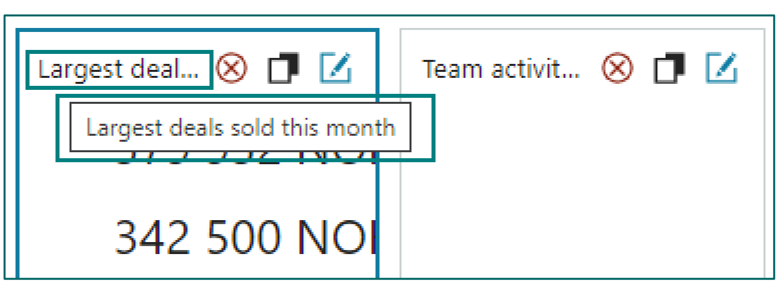


Use the **pie chart** on the tile, will give you an extra settting for the pie layout.

- Pie
- Donut
- Donut with total
- Semi-circle

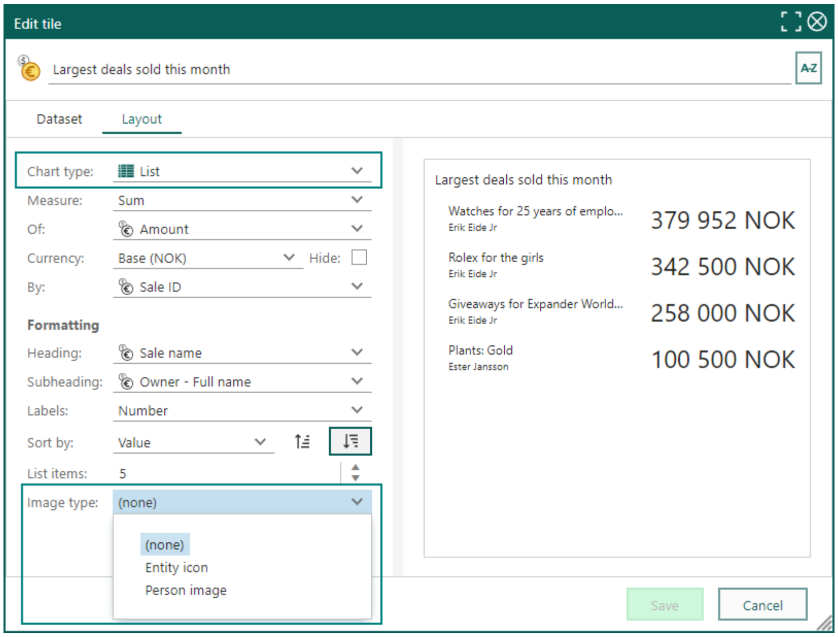
Selection **Donut with total**, you will get the total amount or count in the middle of the donut.

Dashboard – Tooltip on title (10.0.3)



Some tiles in the dashboard might have long titles. By mouse over the title, you will get a **tooltip** with the whole title.

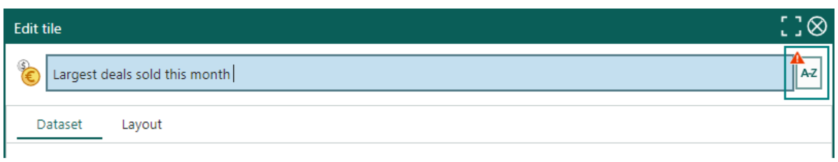
Dashboard – List tile with image preview (10.0.3)



Using **list tiles**, you get a list of items that shows with big numbers and info about the entity.

You can select in the **Image type** if also an image can be shown. So either show the **entity icon**, like sale, activity, document, company, etc, or show the **person image** for the user owning the entity.

Dashboard – Warning when changing tile name when multiple languages (10.0.3)



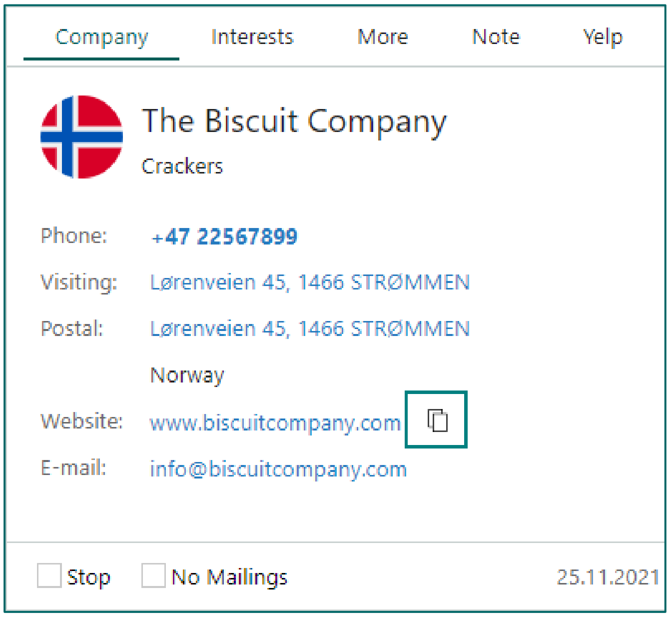
The title on the tile can be translated to wanted **languages**.

When changing the title it’s easy to forget to also update each language that are added.

The **warning** show on the language button as soon as you change the title and there are other languages added.

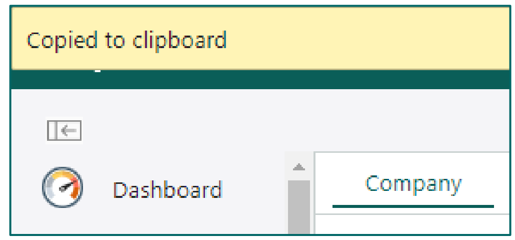
PS! This warning info also shows on some other places we have the language button.

Company and Contact – Copy to clipboard button on phone, e-mail and url (10.0.3)

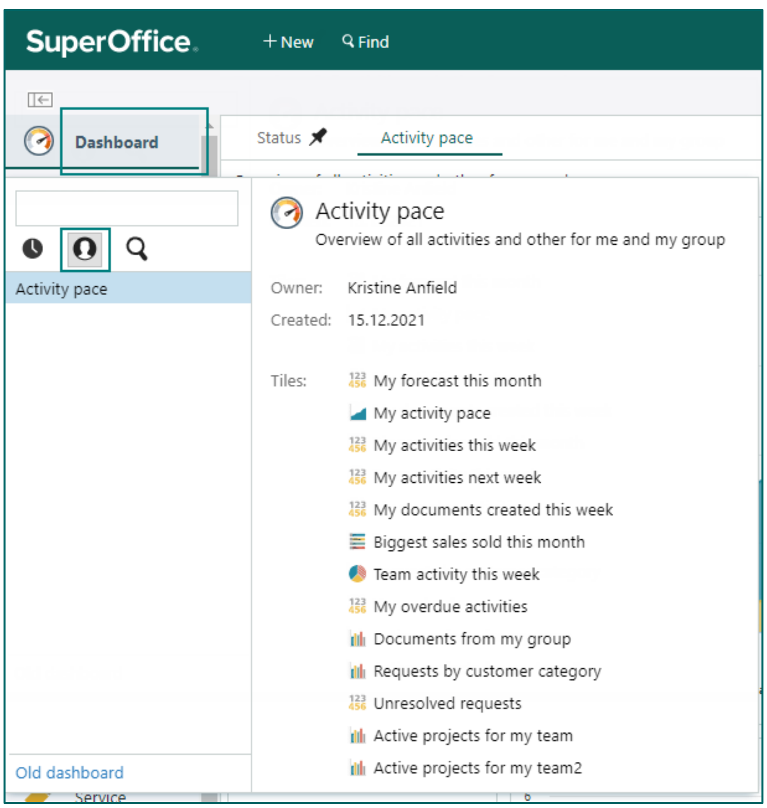


In SuperOffice there are some information that is very handy to be able to easily copy. Like phone numbers, e-mail addresses and web sites.

By mouse over the field, you get the **copy** icon and clicking will give a message that the information was **copied to clipboard**.



Dashboard – Navigation preview with own dashboards (10.0.4)

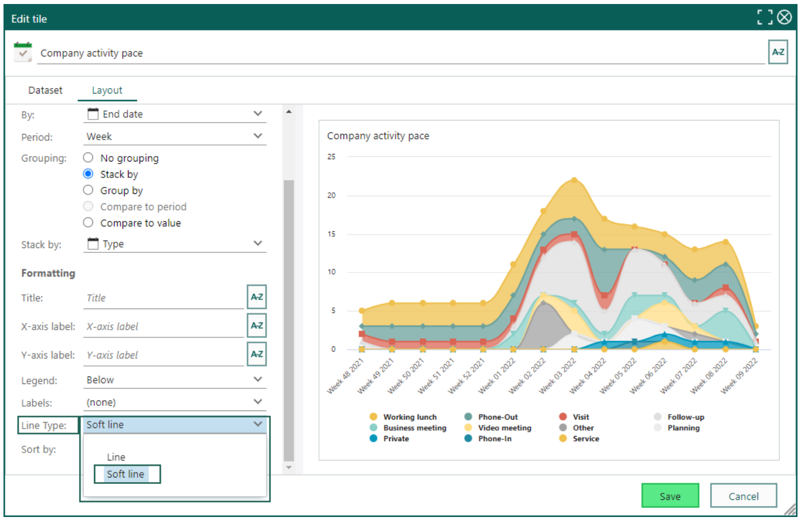


When you have created a lot of different dashboards, and some is either not pinned or set as favourites, it’s hard to remember what you called them.

On the **navigation** for Dashboard, you have a section for **Own dashboards**, and of course, selecting that will show your own dashboards.

It’s easy to navigate and easy to update the different dashboards if you want.

Dashboard – Line charts with spline/soft line (10.0.6)

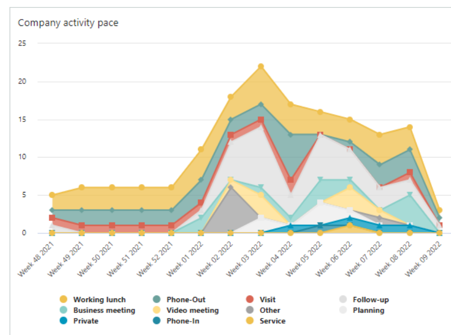


Line type = Soft line

On **charts** that includes a **line**, you have an option on the line type to choose:

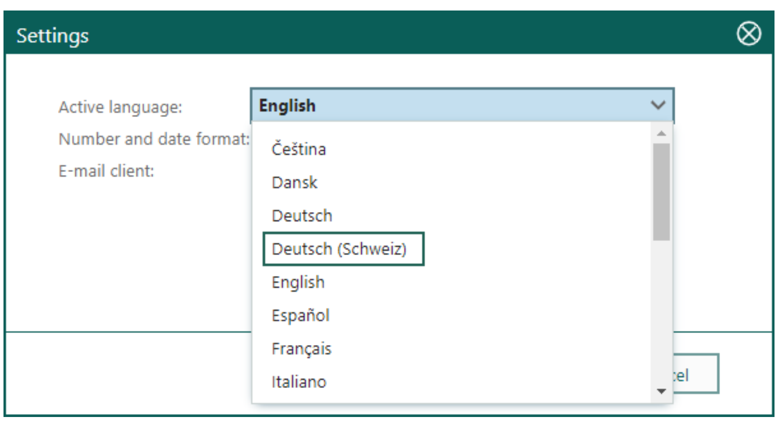
- Line
- Soft line

The **soft line** (spline) will show the line with a softer change, compared to the **line** option.



Line type = Line

Languages – 5 new UI languages on all modules (10.0.6)



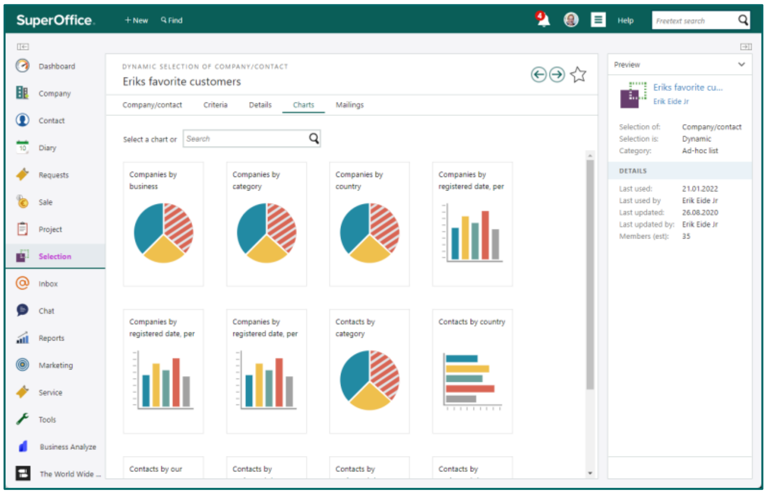
The User interface for all our SuperOffice modules there is 5 new languages to choose from:

Language	SO code	LCID string
Vietnamese	VI	vi-vn
Korean	KO	ko-kr
Portuguese - Brazil	BR	pt-br
Chinese simplified	CN	zh-cn
Deutsch - Swiss	CH	de-ch

We did have Chinese before, but now it’s in not just Sales module, but also Marketing, Service, Settings and maintenance, Mobile CRM, Outlook Mail link, Gmail link and SuperOffice for Outlook.

	The help for Deutsch – Swiss will go to the Deutsch help. The help for the other languages will go to the default English help.

Selection – New chart types in the Online template library (10.0.7)

	In the Charts tab on Selection you can visualize the selection members in different ways. With the all the different **charts type**, you can fine tune the look when selecting the wanted chart.

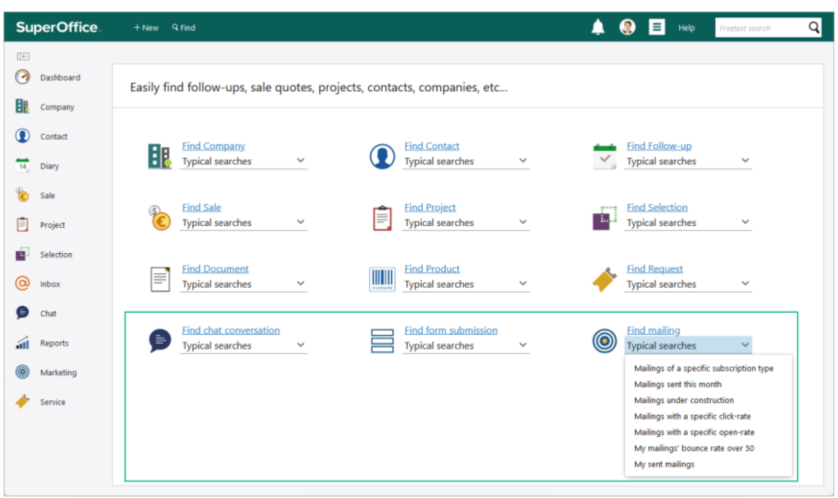
Dashboard – Chat, Form and Mailing as tile entities (10.1.4)

Mailings, **Forms** and **Chat** are used to initiate and drive communication with leads and customers, and you have been able to follow the performance on an individual mailing or form.

With dashboards for **mailings**, **form submissions** and **chat** you can follow performance, trends and productivity across all marketing activities. And you get a great overview and pointers on how well the different sections are doing.

Use the different **standard tiles** to set up your dashboards and tweak them with correct data set and layout.

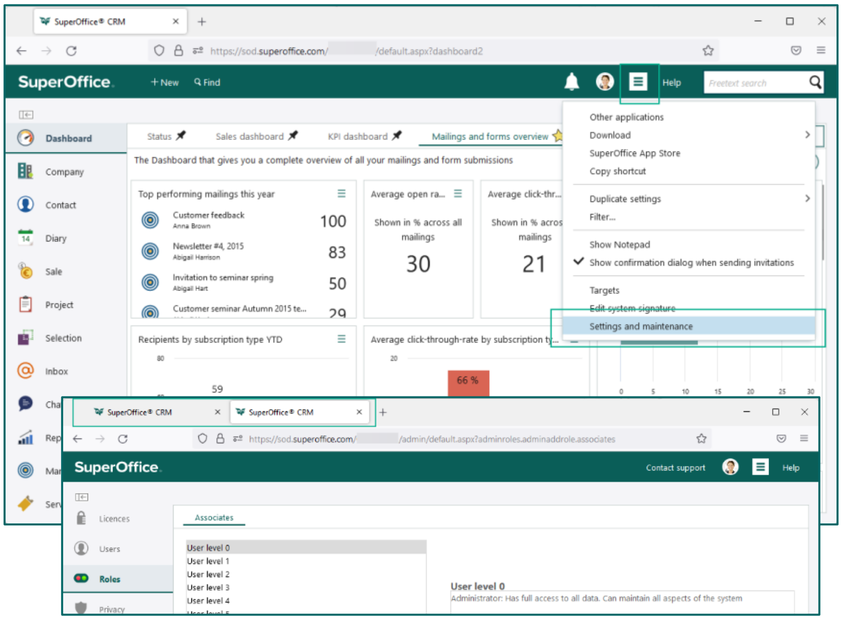
Find and selection – Chat, Form and Mailing as entities with typical searches (10.1.4)



In **Find** you have a lot of different **Typical searches** that is a great starting point for a good and usefull selection.

With the options to search for **Chat**, **Form subission** and **Mailing**, you can get a better overview of how you use your system og what you can improve on.

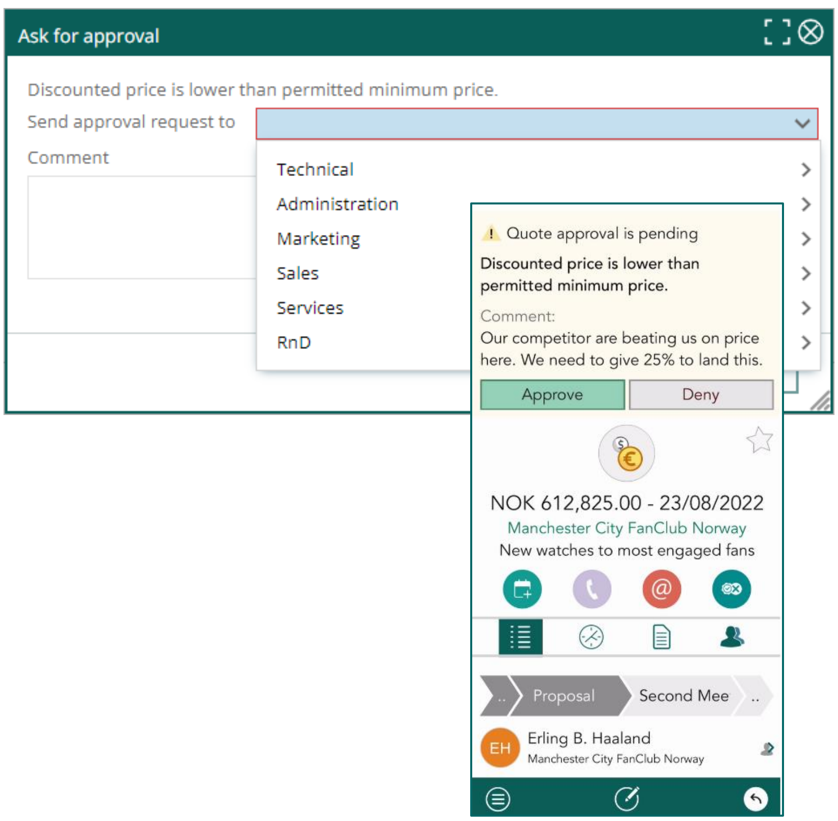
Settings and maintenance link from Sales opens new tab (10.1.3)



From the Sales module you have access to Settings and maintenace in the **Main menu**.

When selecting the menu item you will open a **new tab** for Settings and maintenance and can continue to work in the Sales module.

Sale – Quote approval and notification in Mobile CRM (10.1.5)



When working with sales and quotes, you sometimes add a higher discount rate that is wanted, and you need someone else to approve the sale.

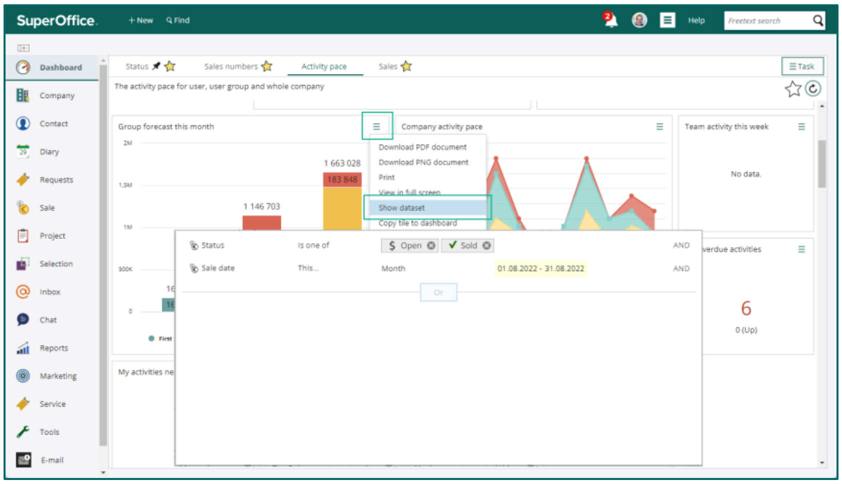
You send the **quote approval request** to your manager or another employee. If that person use Mobile CRM, he/she gets a notifiction about this approval in the app, and it's easy for them to **approve** or **deny** the approval.

You, as the sales owner, get a notification about the approval, if it was approved or denied, in your own Mobile CRM app. Like that, it takes less time for the sale to get going and you can send out the quote if approved, or changed the discount if denied.

See more on the Mobile CRM section: Notifications – Notifications for Sale Quote approval (10.2.2).

This feature requires SuperOffice CRM v10.1.5 or newer and Mobile CRM v10.2.2 or newer.

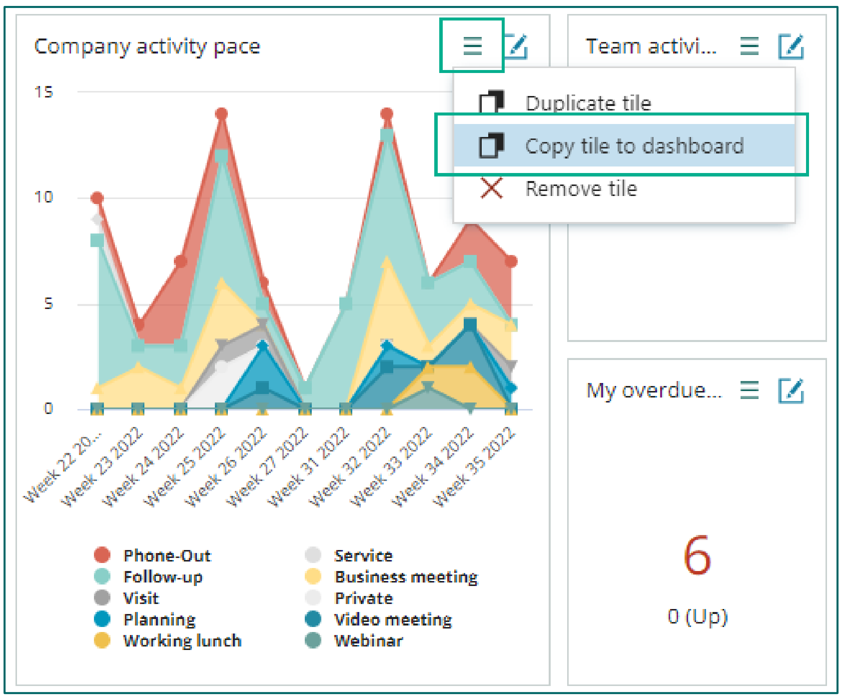
Dashboard – Preview of criteria (10.1.5)



Have you sometimes wondered about the criteria or dataset behind a dashboard tile?

Click the **Task** menu and select **Show dataset** to see the different criteria used on the tile.

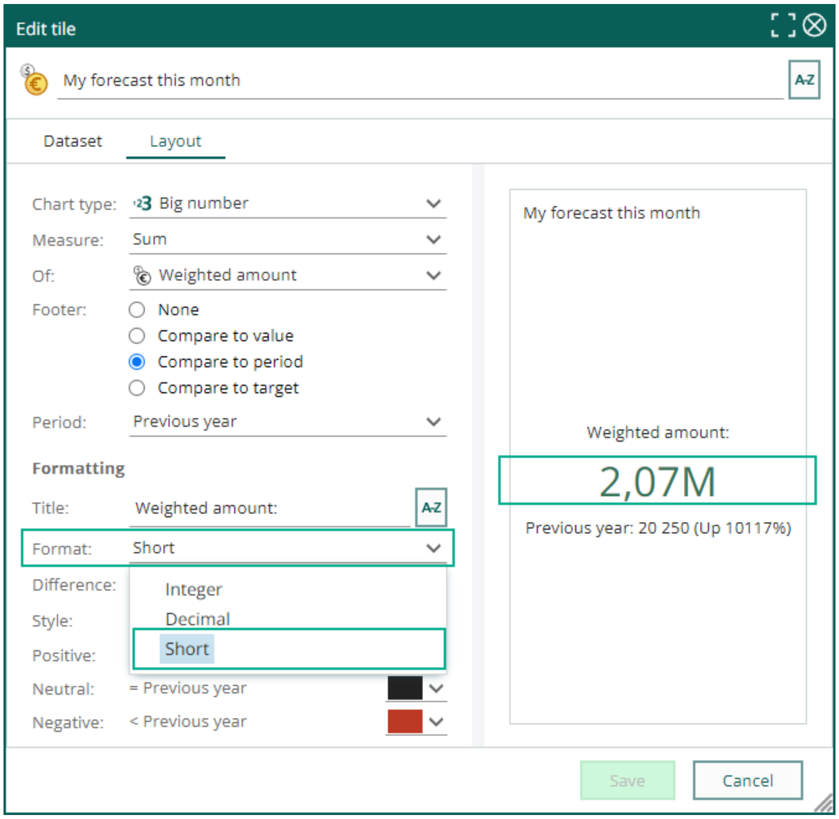
Dashboard – Copy a tile to a different dashboard (10.1.5)



Creating tiles can sometimes be a little time consuming. And if you want that same tile to appear on multiple dashboards, its very neat to have the option to copy the finished tile to a different dashboard.

Simply finetune your tile to wanted layout and dataset, click the **Task** button and select **Copy tile to dashboard** and select the other dashboard you want the tile to appear.

Dashboard – Big number tile with short number (10.1.5)



Using the tile for **big number** is very visual to see the actual amount or number of a certain entity.

But if the company have very large numbers to display here, it's sometimes hard to read the number and also have space to the whole number.

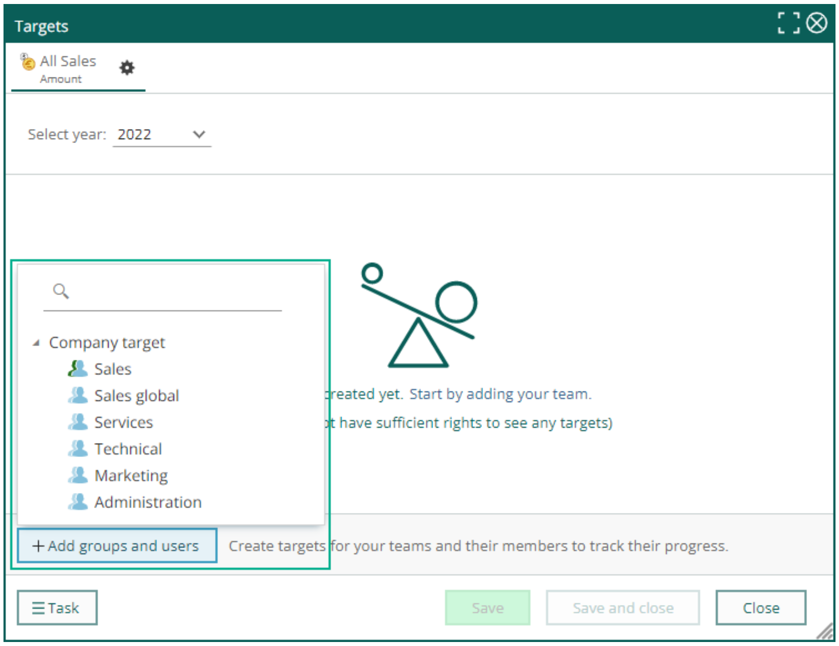
Use on **Format** the **Short** number, and you get the number in millions. It don't take that much space and easier to read and compare to other numbers.

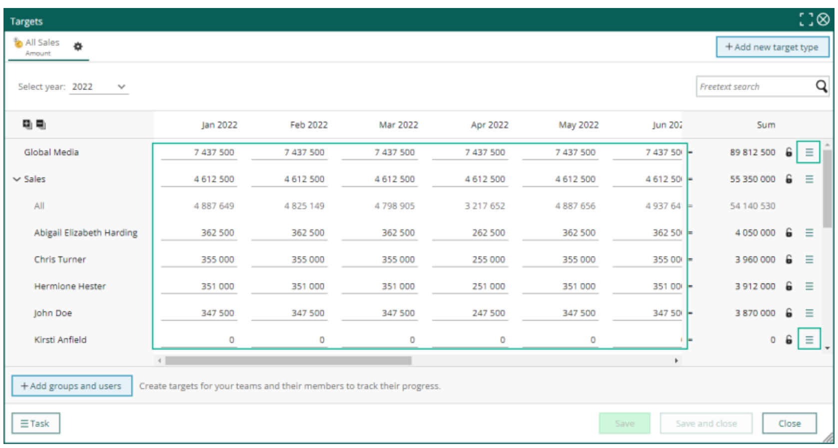
Company and Contact – Note with date and time stamp (10.1.6)

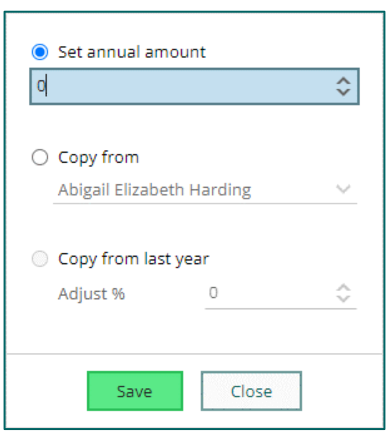
Using the Note tab on the main card is useful when it's information that is important for others to see.

Click the **Time stamp** button to add date, time and name to the note section, write the text section and save.

Sale – Sales targets (10.1.6)







To manage your sales goal is easy when defining your sales targets (budget). With the **Sales Premium** license you have acces to **Targets**.

Open the Targets dialog by clicking **Main menu** in the top bar, or the **Task** button on **Dashboards**.

Click on the button **+Add groups and users** to select wanted user group for your sales target. Here you can choose between the whole company and user groups (users in the groups will automatically be added).

When all numbers are done, you do have the option to **Export to excel** from the **Task** button in the left bottom corner.

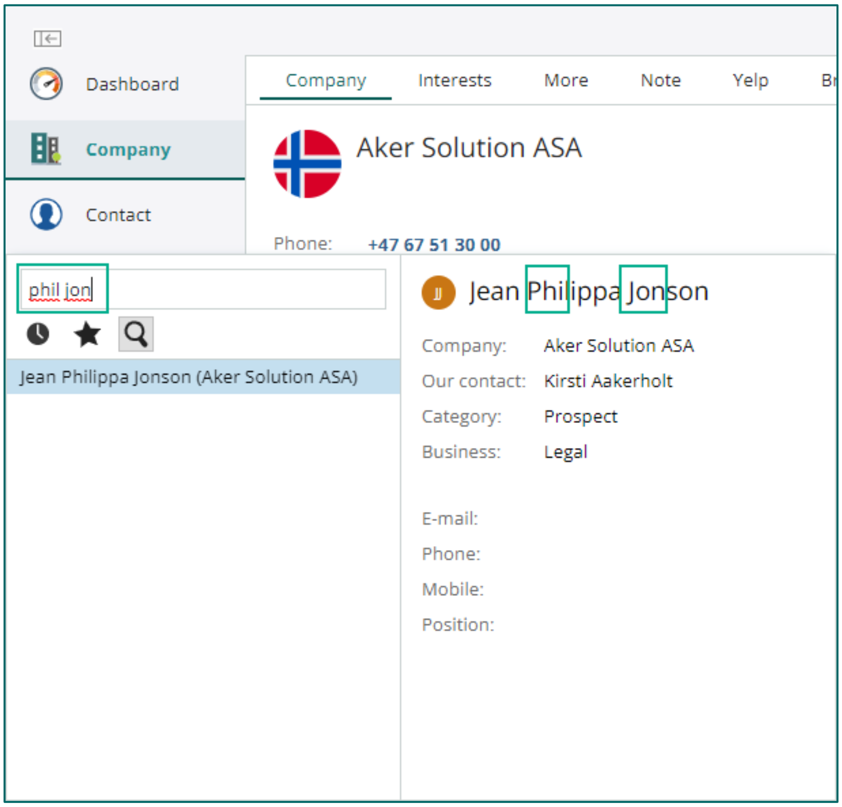
You can now add all the target numbers for each section you have added. You do have some options to copy one line to the other or adjust from last year. Just use the **Task** button on each line to **Adjust numbers**.

You need to have the functional right **Targets administrator** for your role to add, edit and remove target types.

Note: You will need **Sales Premium** license together with the **Unlimited sales targets license** to add more than one user group. If you only have Sales Premium license you are able to add one group for the target type All sales – Amount.

Read about [Sales targets](#) on the Help Center and Community.

Quick Search – Navigator search and Freetext search (10.1.8)



[Search](#) has a lot of names, like our faviourite pet really. FastSearcher, quick search, freetext search, etc.

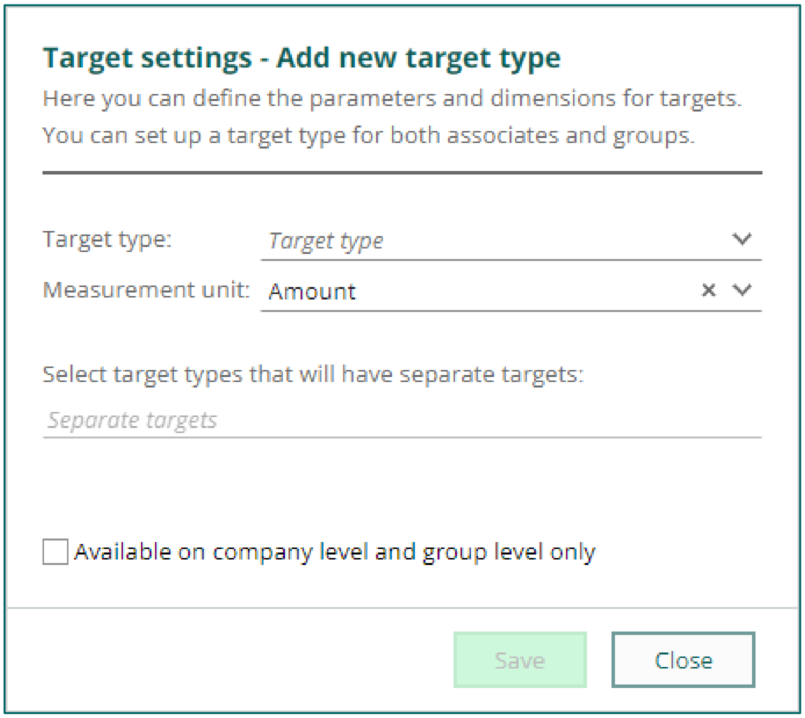
Here we look at the search you do on the navigator search and the freetext search and what to do to be most efficient searching and finding what your where looking for.

Partial word matching, extending the freetext index to also include partial words

1) User can type in 'office' and find 'SuperOffice'
2) Users would like to search for '123' and get hits on 'SAP123'. freetext index is now also splitting out and indexing numbers to support this.
3) Users would like to search for IBM and get hits on I.B.M. Freetext indexer is stripping out quotes and periodes, and is adding the stripped word into the db too. Searching for Super_Office would give you superoffice.
4) Supporting soundex search: If you misspell, you should get reasonable suggestions. Meaning, searching for 'superofice' should return 'superoffice'.

This is very useful when you remember parts of the company or contact you are searching for.

Sale – Sales target type (10.1.9)



To define the parameters and dimensions you need to set up a target type, first.

You can set up a target type for both users and groups, as well as set other target parameters: Target type, Measurement unit, Separate targets. You can also define if it only should be available on the company and group level (and not on the user level).

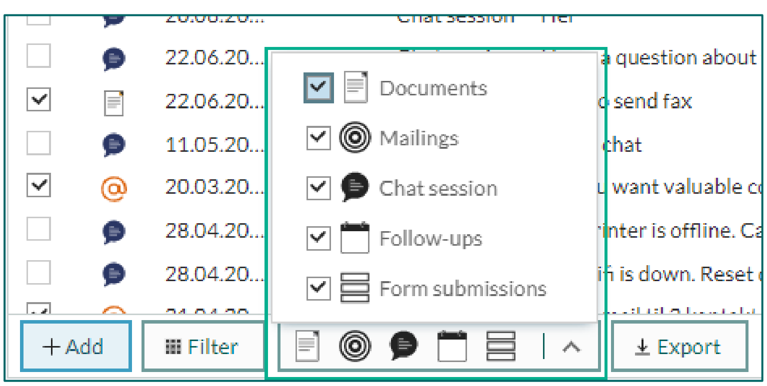
Target types (parameters)

- All sales
- Sale type
- Sale source
- Sale credited
- Sale competitor
- Company category
- Company business
- Company country

You can also set targets for any of your own user-defined fields that contain lists. When a target type has been selected it's not possible to select that type of target again, to avoid creating target types duplicates.

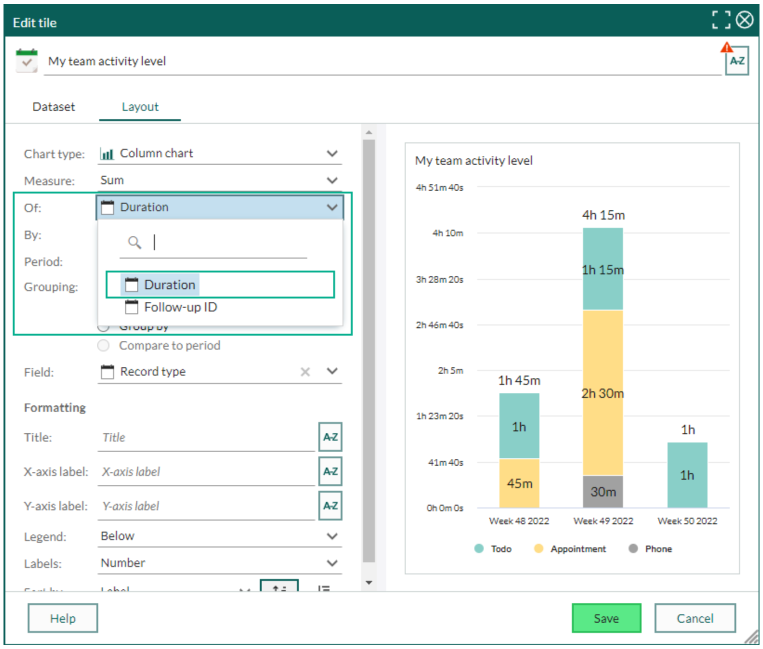
Read about Target types in Community.

Activities – Filter for all types (10.1.9)



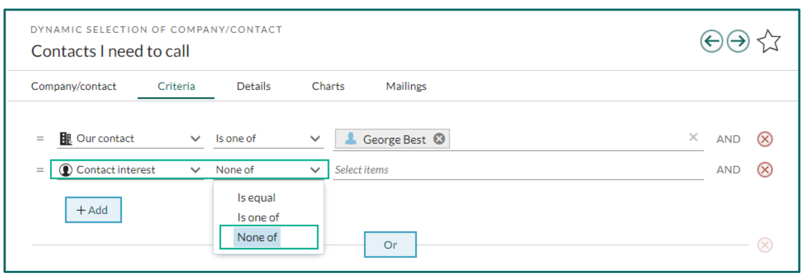
It’s easy to filter on the different activity types in your Activities section-tabs. Just select the ones you are looking for and save time looking in your archive.

Dashboard – Duration on Follow-up tiles (10.1.9)



When you select a follow-up tiles, you can choose Duration as the Measure option. With that option you can get the dashboard to show more info about the duration and have better mesurement and target on this.

Find and selection – None of the interest (10.1.9)

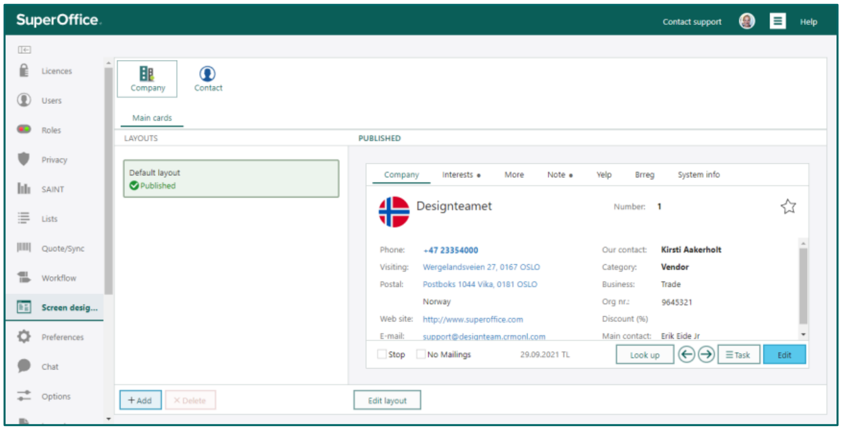


When you are searching for interests, sometimes you really would like to search for those who do NOT have this and that interests.

Simply select **None of** in the criteria operator when you add Contact interest or Company interest, and select the ones you do not want to search for.

New and improved Settings and maintenance

Screen designer – New functionality for configurable screens (10.0.1)



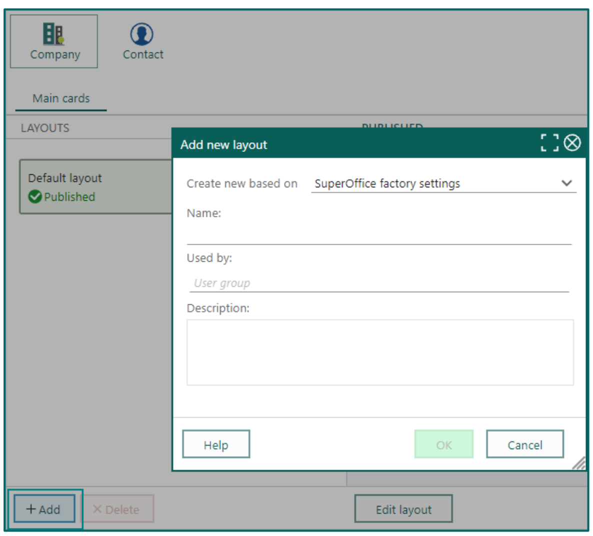
You can **configure** the **Company** and **Contact** main cards just the way you want them in the **Screen designer**.

Remove the fields not used, show the fields most used on the first page, group fields with headings and add tabs and button just the way you want them.

On **Screen designer** you have the option to do all this.

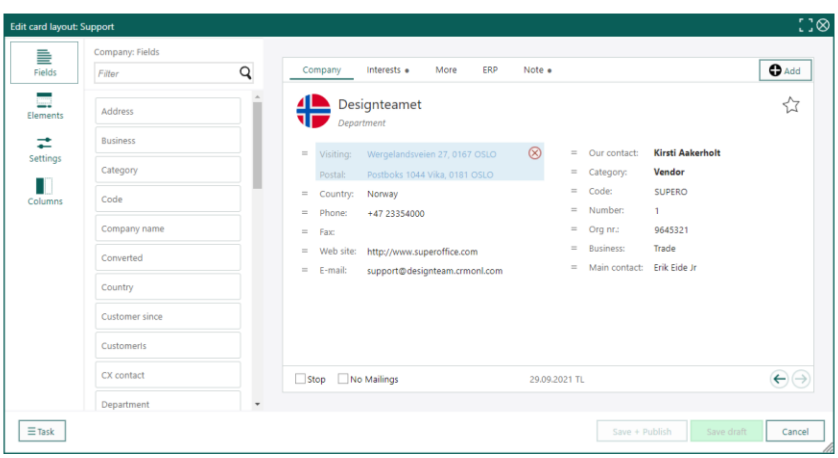
Learn more about Configurable screens on Learn the Essentials.

* Needed license = Developer tools.



Add a new layout for specific user groups. Like that, your different user groups can have different layout.

Set up the layout with the fields that are most valuable for the different user groups.



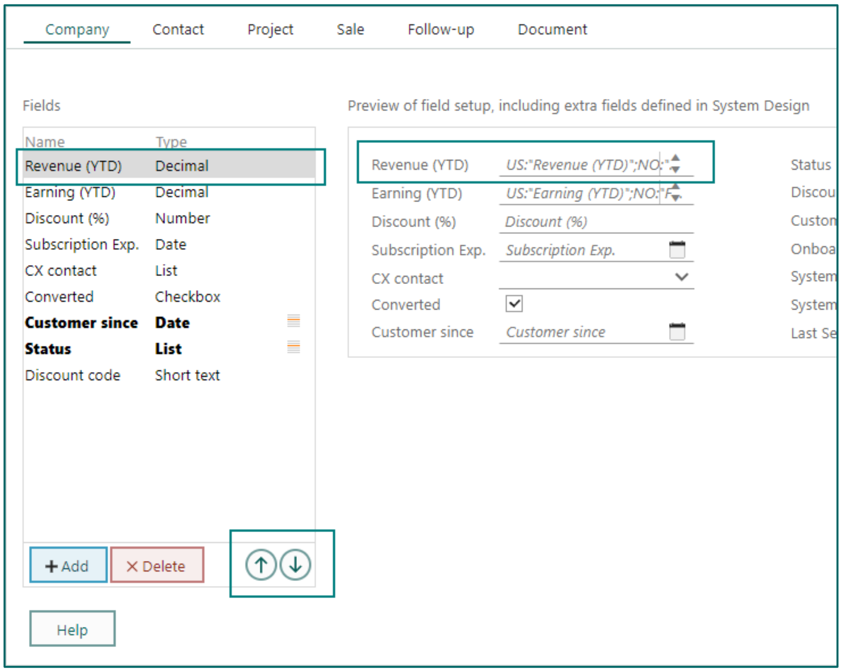
All fields, both standard and user defined fields are available in the **Fields** section.

Under Elements you have: Label, Divider, Link and Button.

The **Settings** section makes you able to change the **font** settings on each field.

In the **Columns** section you select how many columns you like to show on the main card. You can choose from **1 to 4 columns**.

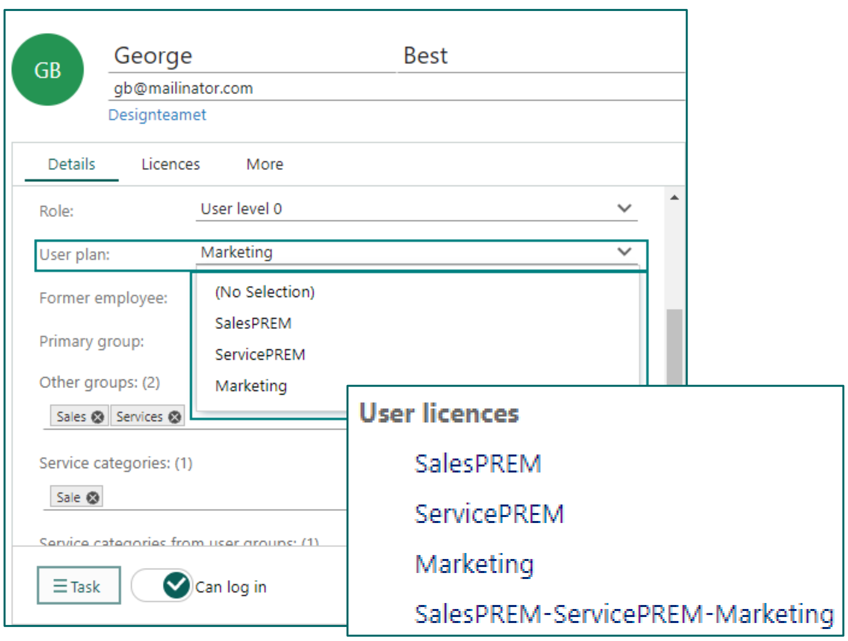
User defined fields – Remove of field placement (10.0.1)



User defined fields is added with the wanted type and setting.

You can only change the rank of the field (when using tab inside edit mode), the placement of the field is done in **Screen designer**.

Users – New user plans (10.0.1)



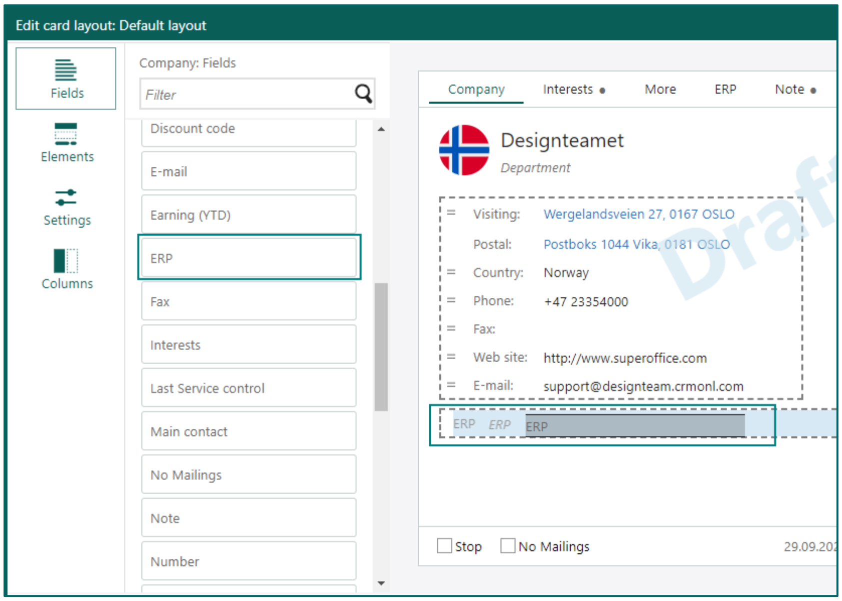
The different products and user plans have changed.

Sales, **Service** and **Marketing** are the main 3 CRM solutions you can choose from.

Sales and Service have 2 editions, the **Essentials edition** and the **Premium edition**. Where the Premium edition will contain more complex processes.

Read more about The new SuperOffice CRM solutions and names explained. Read more on docs.superoffice.com for SuperOffice user plans and subscriptions.

Screen designer – Use ERP fields as a block (10.0.2)

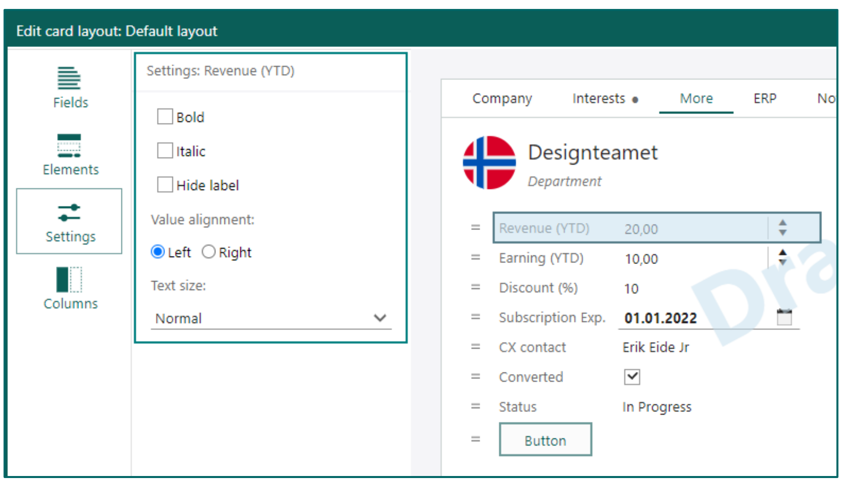


On the **Screen designer** you can also show the **ERP fields** on the front page, not only on the ERP tab.

With that option, if ERP is important for your company, or for a specific user group, you can choose to get the ERP information on the first page on the Company and/or the Contact card.

You cannot choose what fields you like to show, you get **all the ERP fields** as a block or none at all, so make sure you have enough room for them.

Screen designer – Settings on fields (10.0.3)

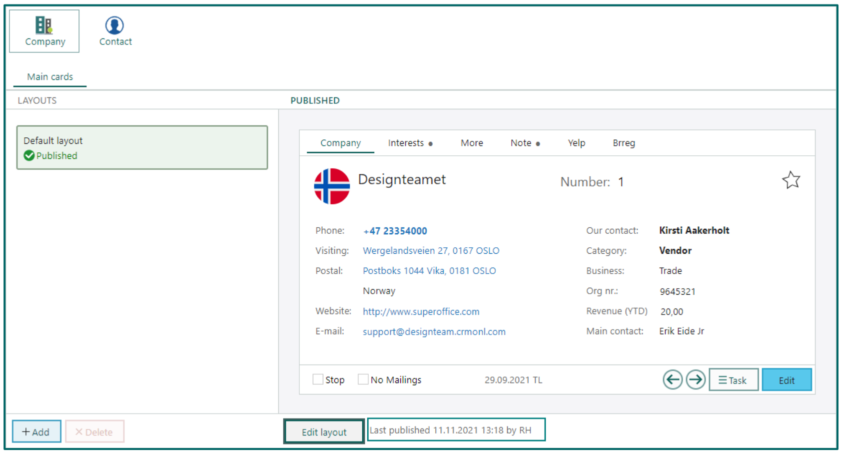


Setting up the different layouts with the different fields is a detailed job.

To be able to get the best result, you want to have some fields left aligned and some fields right aligned. Especially number fields are very neat to have right aligned, so it's easier to compare the different numbers with each other.

Select the field and choose the correct **settings** for the field, both for **font** and **alignment**.

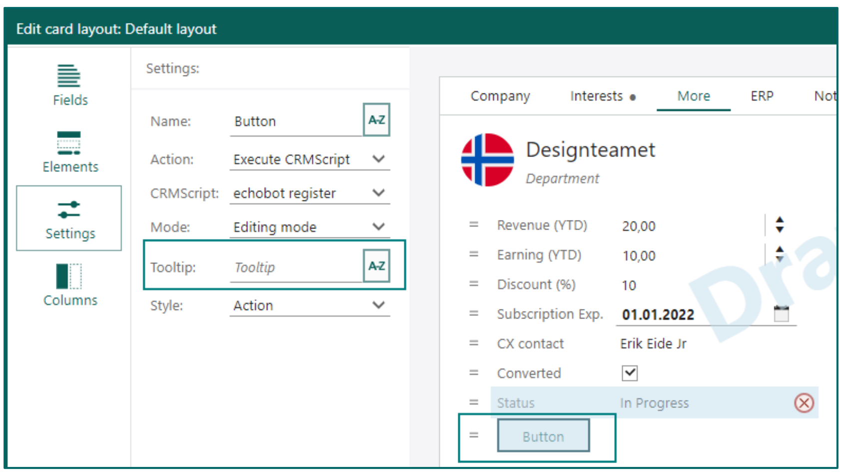
Screen designer – Info for last published by and date (10.0.3)



The layout can be drafted and **published** by multiple users.

To see the **date** on **Last published** and the **user** that did it, is very good indication to see if the latest changes have been published or not.

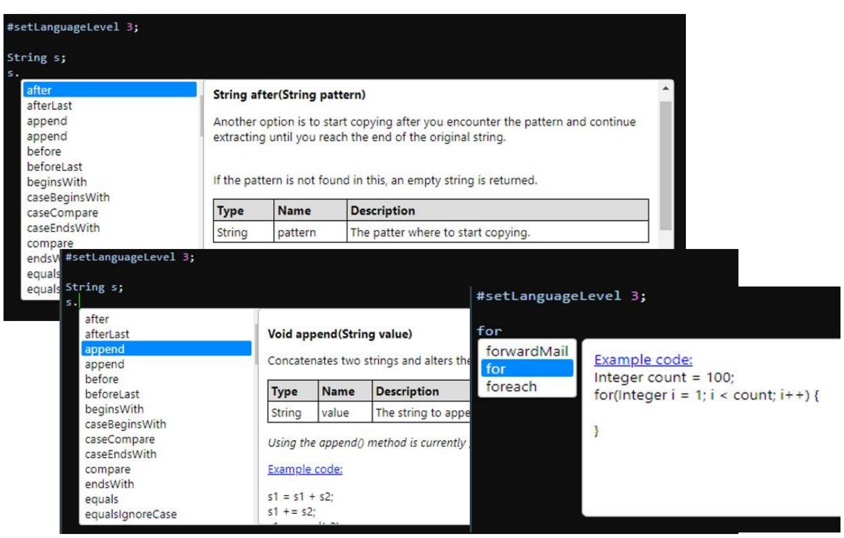
Screen designer – Custom buttons with tooltip (10.0.3)



Creating a user defined button, it's a good idea to not have a very long name on the **button**.

To give your users knowledge about what will happen pushing this button, add a good **tooltip** like a description for the button.

CRMScript – Intellisense experience (10.0.3)

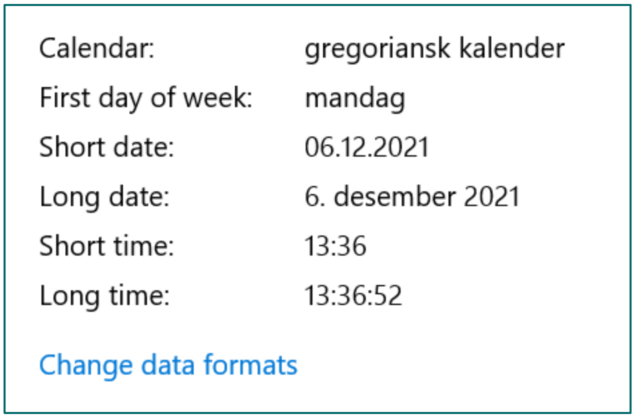


Intellisense has a more unified and informative look and feel, making it clear what is the expected return type and parameters. We have also included useful code snippets for loops.

For full documentation on CRMScript please check out docs.superoffice.com.

Document list – Template variable for semi long date (10.0.4)

[dat1]



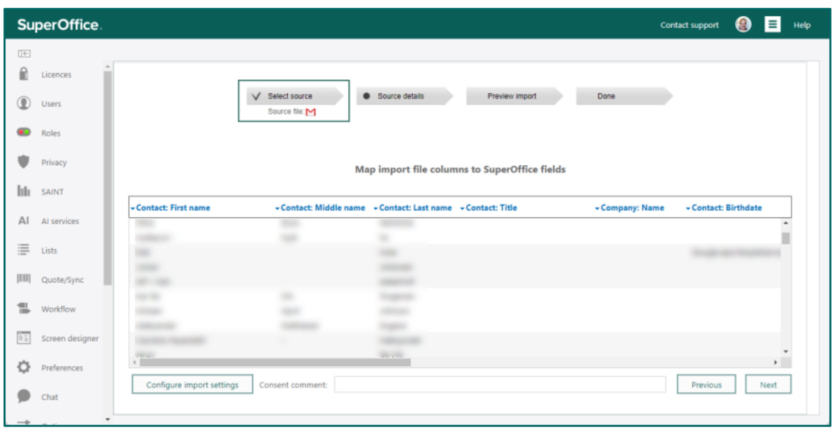
A new template variable is added for long date from the gregorian calendar. [dat1]

d.mmm yyyy

Short date: 06.12.2021
Long date: 6. desember 2021

The month will be off course written in local language, so it will be correct for each language.

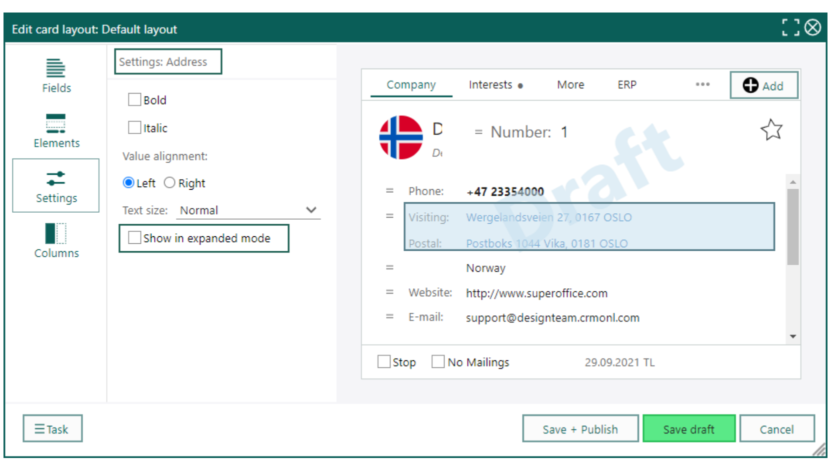
Import – Gmail import of contacts (10.0.6)



There has been some changes in Google Contacts api's, so we had to rewrite some of the import tool of contacts from Google Contacts.

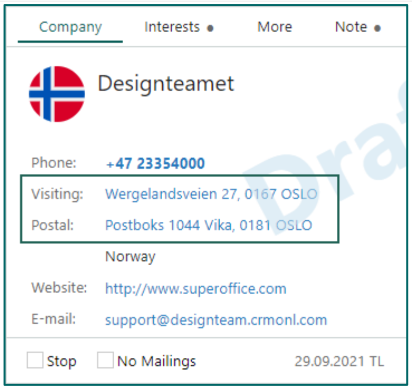
You only get to import the saved contacts from Google Contacts, and not all of your used email addresses. That will give a better quality of your import, since just an email is often too little information of the contact.

Screen designer – Address field in expanded or one line mode (10.0.6)

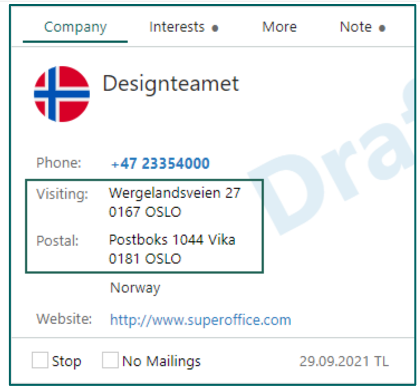


When creating company and contact layout, you sometimes wants to show more or less of the address field. A check box for **Show in expanded mode** will give you the option to select the preferred look on the address.

Some do prefer to see the whole address field, while some don't use the address field that much, and are better of just seeing a one-liner for the address.

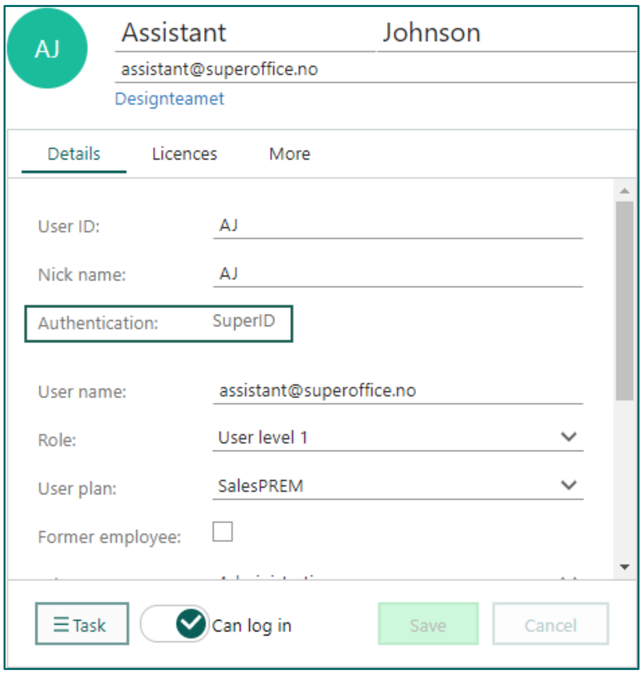


Show in expanded mode = OFF (Default setting)



Show in expanded mode = ON

Security improvements – Credentials and checks (10.0.6)



Change password dialog opened from main menu:

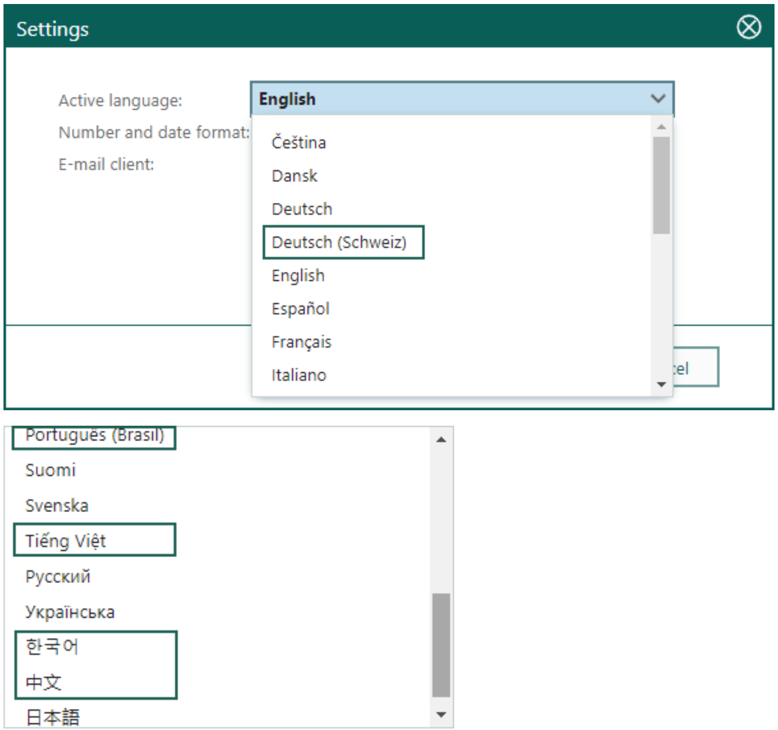
- For **online users** using SuperID - dialog is opened with a button the user can click to receive the reset password email (previously the pw could be changed from within the dialog with no validation of pw policy)
- For **online users** using external IDP (microsoft,google) - dialog is opened with a message that the password only can be changed if using standard SO login (previously the menu item was disabled with this message in a tooltip)
- For **onsite users** - dialog is opened as today, and password can be changed within dialog WITH validation of password policy (previously no validation)

Password validation towards password policy is also implemented for change of password through the API.

Edit personal signature dialog opened from main menu:

- Sanitazion of Email signature introduced (both for personal and request signatures)

Languages – 5 new UI languages on all modules (10.0.6)



The User interface for all our SuperOffice modules there is 5 new **languages** to choose from:

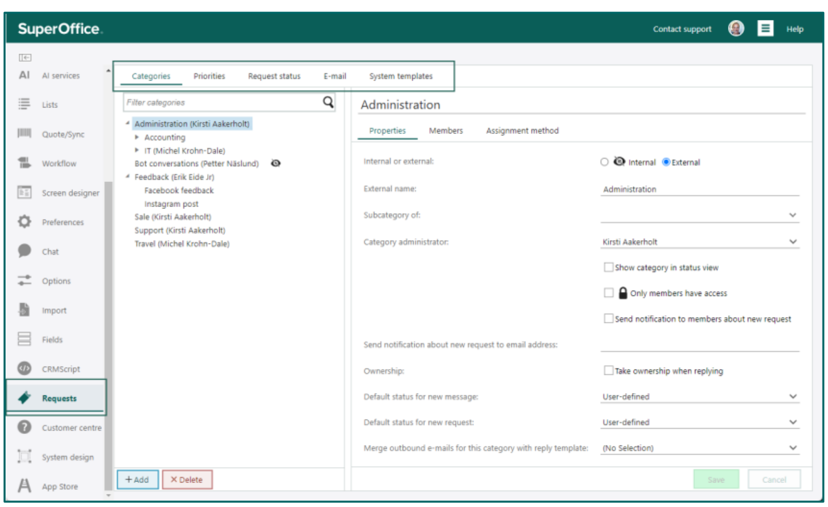
Language	**SO code**	**LCID string**
Vietnamese	VI	vi-vn
Korean	KO	ko-kr
Portuguese - Brazil	BR	pt-br
Chinese simplified	CN	zh-cn
Deutsch - Swiss	CH	de-ch

We did have Chinese before, but now it's in not just Sales module, but also Marketing, Service, Settings and maintenance, Mobile CRM, Outlook Mail link, Gmail link and SuperOffice for Outlook.

The help for Deutsch – Swiss will go to the Deutsch help.

The help for the other languages will go to the default English help.

Request administration – Re-organized screens (10.0.7)

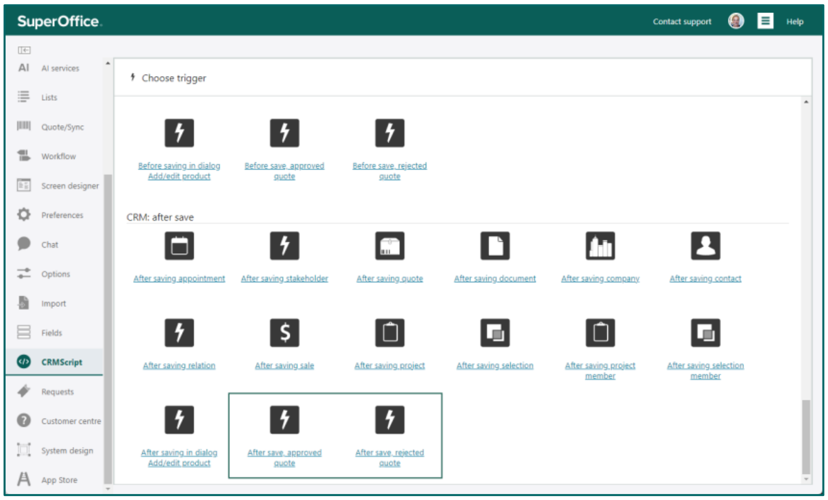


The **Request screens** in Settings and maintenance module is slightly different in Service module on the same screens. But they do contain the same information and settings, and can be used both places.

The screens in **Requests** is:

- Categories
- Priorities
- Request status
- E-mail
- System templates

Triggers – Quote approval triggers (10.0.7)



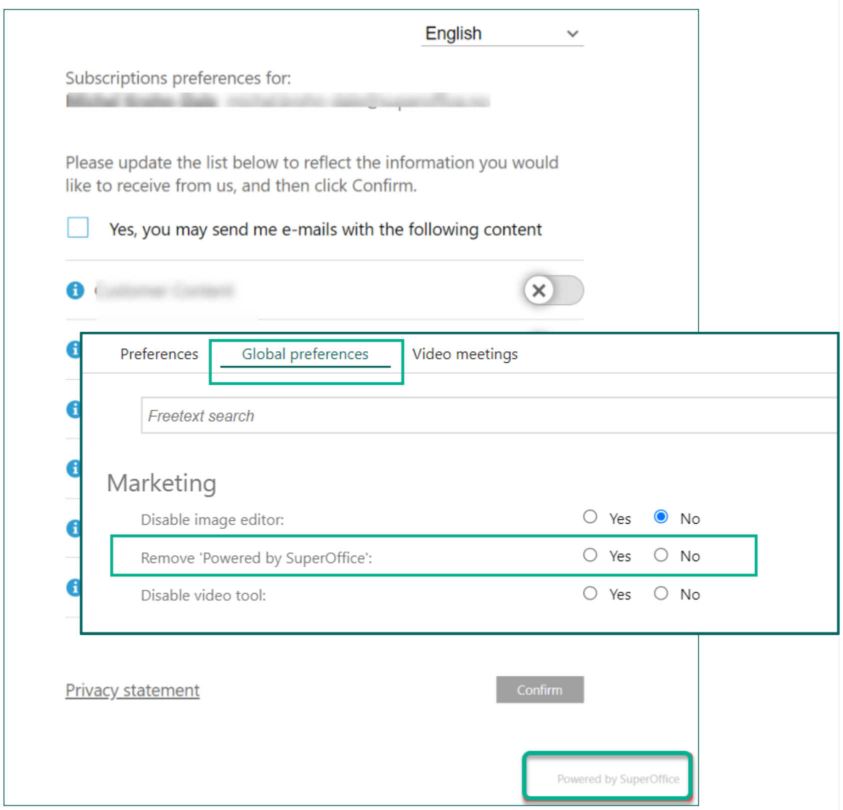
When you work with sales you might have come across sales that needs approval for reasons that the discount is not high or another reason.

To work effectively there are two **triggers** that can help you to work smarter with approvals:

- After save, approved quote
- After save, rejected quote

You can off course also create selections that shows quotes that needs approvals.

Subscription management – Subscription form page with Powered by SuperOffice (10.0.7)



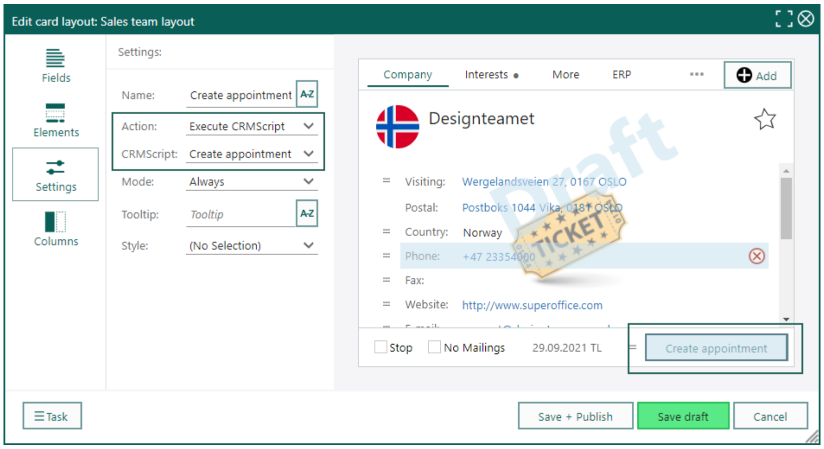
All contacts in SuperOffice have the option to control their own subscription management. On their overview they select yes/no on the different subscription types you have.

In the bottom of this page a text for **Powered by SuperOffice** is added in the bottom right corner of the page.

The setting to show or not show this text is added to the **Global preferences** under the **Marketing** section: Remove 'Powered by SuperOffice' to Yes/No.

With this preference you have more control of how the subscription page looks for your contacts.

Screen designer – Add Macro as button in CRM (10.1.1)

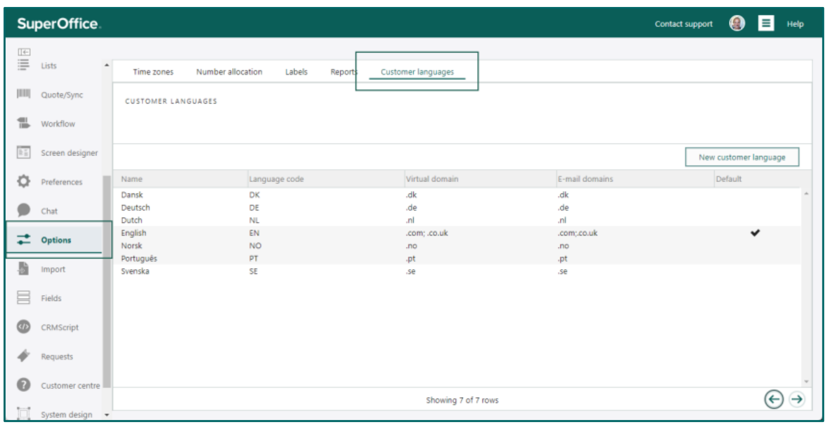


Some users might find it efficient to have a **create appointment button** on a main card.

And if you wants to run a specific script when you create a new appointment from the **company card**, that is very efficient.

You create a new button on the Company card and set it up with a **CRMScript** to run whatever you like.

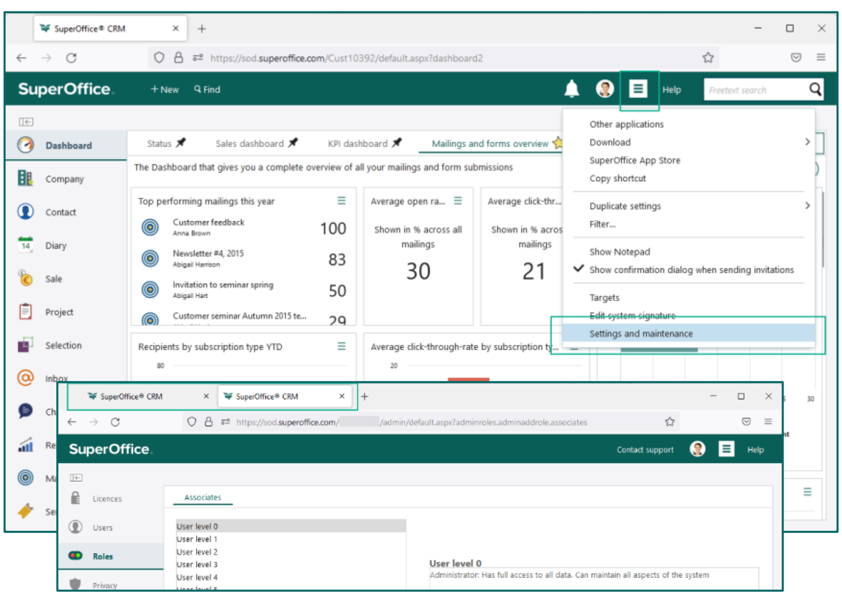
Options – Add Customer languages from Settings and maintenance (10.1.1)



To set up the different customer languages for your Service setup, it's easy to do so in **Settings and maintenance** on the **Options** overview.

These languages are used in **Customer Centre**, the **FAQ** module and **Reply templates**.

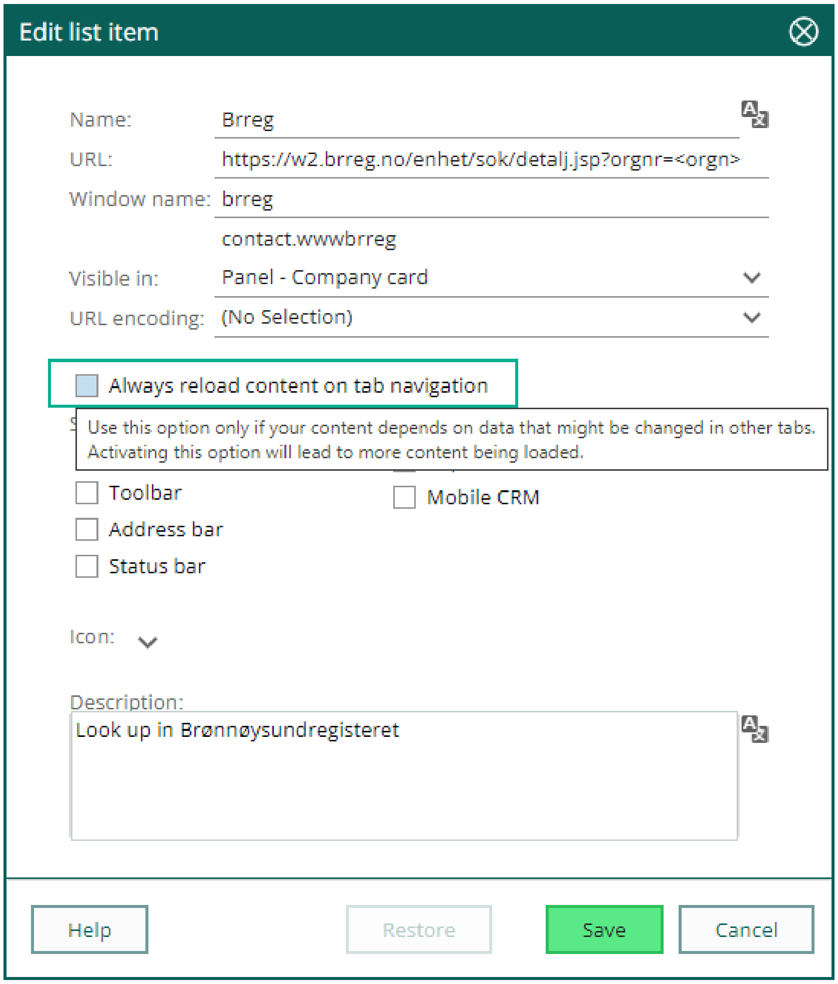
Settings and maintenance link from Sales opens new tab (10.1.3)



From the Sales module you have access to Settings and maintenace in the **Main menu**.

When selecting the menu item you will open a **new tab** for Settings and maintenance and can continue to work in the Sales module.

Lists – GUI Web panel with reload settings (10.1.5)



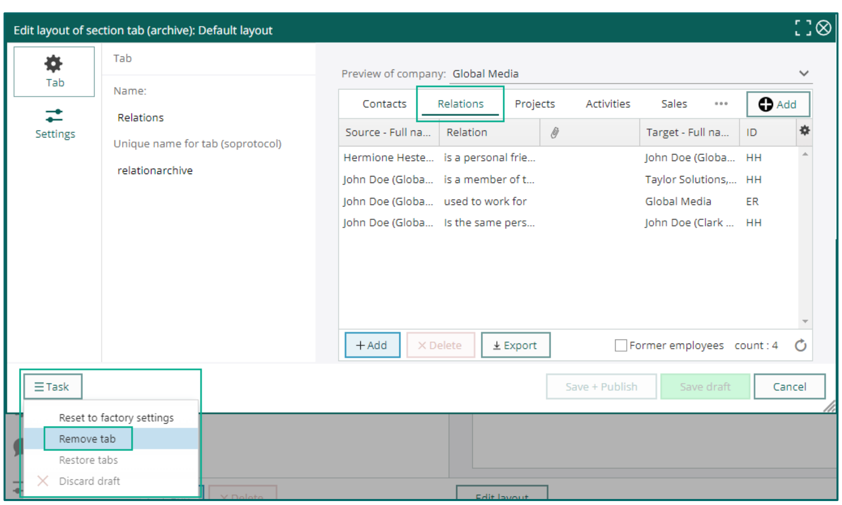
You can add web panels on a lot of different places in SuperOffice CRM.

To avoid reload of the web panel, you check **OFF** the check box for **Always reload content on tab navigator**.

This is manly to decrease the use of bandwidth and make the feel of slower SuperOffice CRM.

If it’s important that user should have an updated webpage or the webpage needs to run a reload, then you need to set the check box to **ON**.

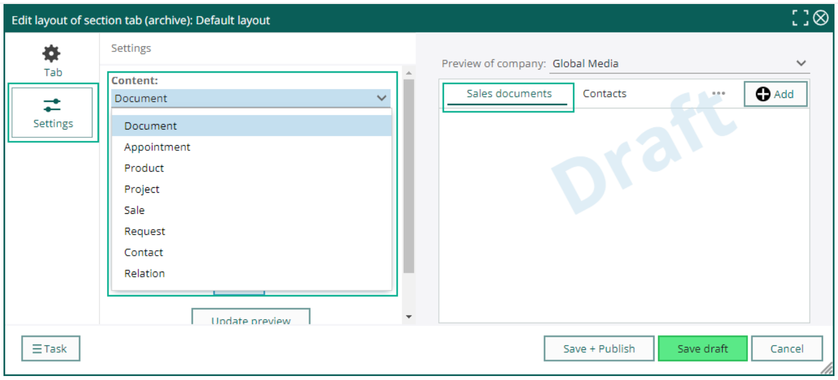
Screen designer – Configurable archives/section tabs (10.1.6)

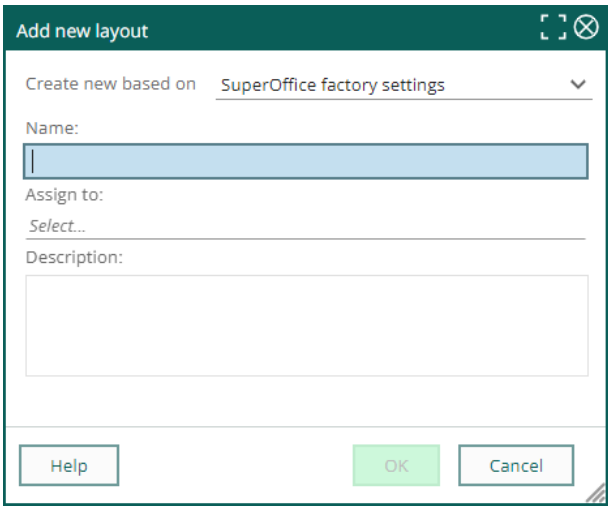


When you personalise the layout for the main cards and archives/tab sections it will match your organisation’s information needs.

You can **edit the layout** by adding or removing section tabs/archives on the different main cards for Company, Contact, Sale and Project.

To **remove** standard section tab, select the tab you want to remove, go to **Task** and choose **Remove tab**. If you regret removing the tab or any changes done to the section tab,





click the **Restore tabs** menu item or the **Reset to factory settings**.

To **add** a new section tabs, you add a new section tab on any main cards you like. Click the **Add** button, write the new tab **name** and add a description to it. In **Settings** you select the content you want to show in the new tab. Depending on the main card choosen, you can add a new tab with contents of: Document, Appointment, Product, Project, Project member, Sale, Sale stakeholder, Request, Contact and Relation. All that is left, is to decide the different **criteria** to filter the content to your specific needs. You also can set up different actions in the advanced option.

If you have user groups that do have different needs for the section tabs, you have the same option to create multiple layouts for the different user groups.

Create the **new layout**, name it, select the user group(s) in the assign to section and add a description.

Read more about [Configurable screens]() on the Help Center and Community.

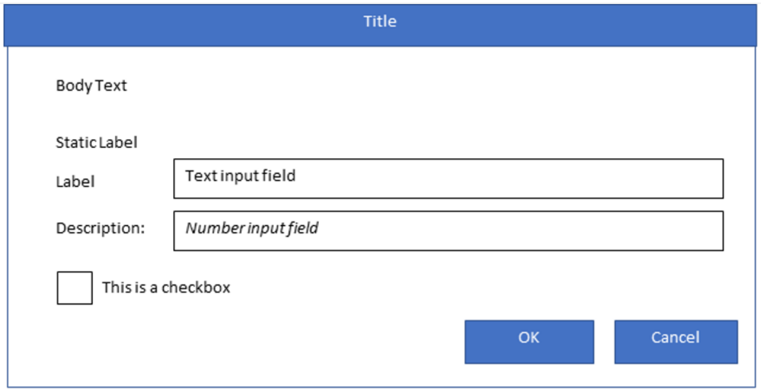
Screen designer needs the license for **Developer tools**.

CRMScript – Script triggered custom dialogue (10.1.9)

Extend CRM script to push a dialog to the user

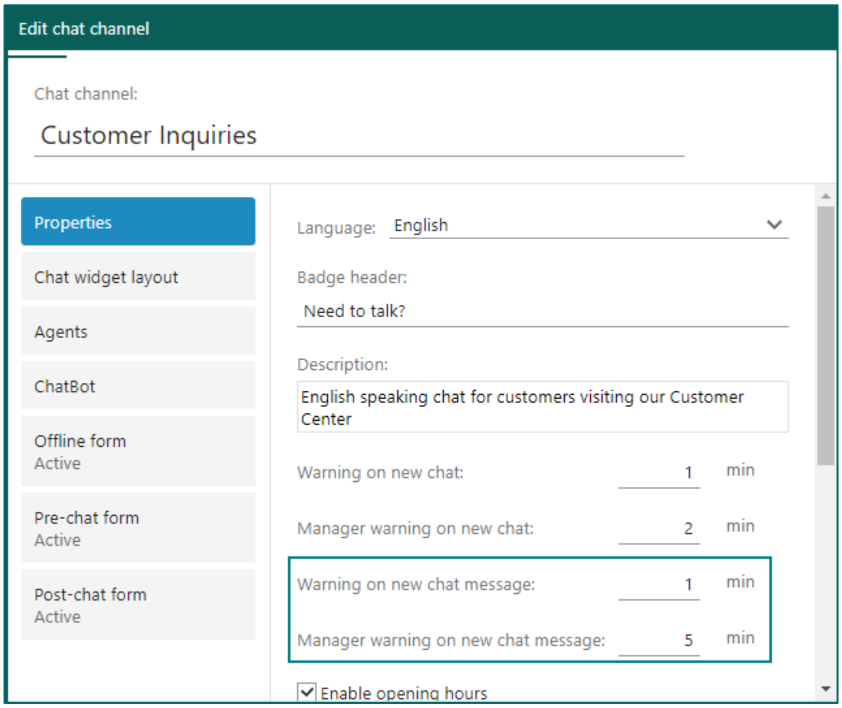
Dialog type

- Input box with OK/Cancel
  - Supports adding field types:
    - Label
    - Text
    - Number

	▪ List (UdList or adding items from code) ▪ Checkbox • Supports setting title, body text and icon To trigger a dialog you can link it to Before/AfterSave triggers in CRM with new method ed.showDialog(JSON string). Or you the script will be able to catch the response and take actions based on values.

New and improved Customer Engagement Platform

Chat – Warning on new chat message (10.0.2)

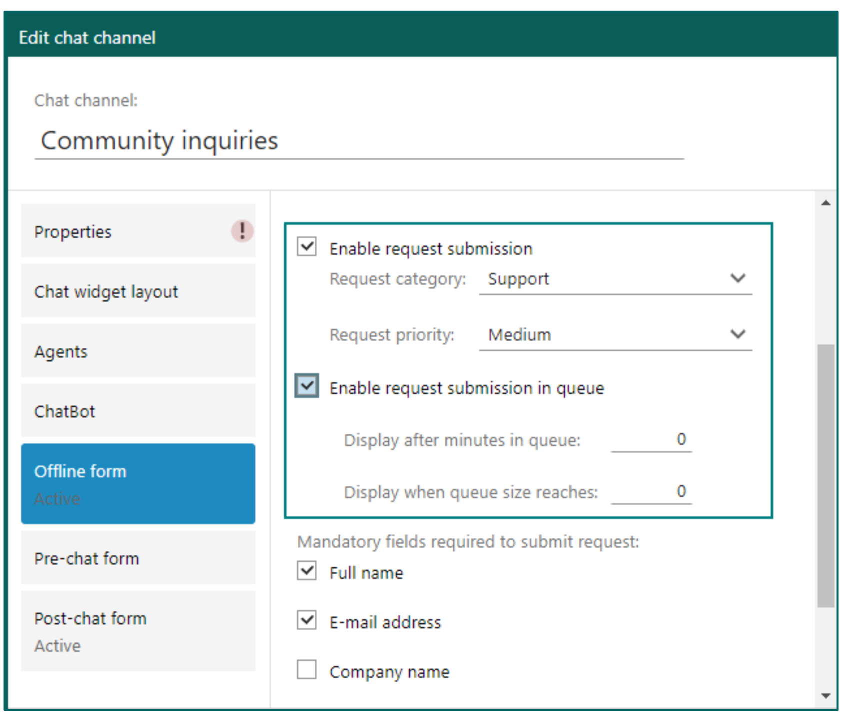


When you are working with Chats, you sometimes have to wait for the answer from the other part. And when you do, you probably want to do other stuff. But you still wants to get notified when you do get an answer.

With the settings in the chat channel, where you can set up different notifications, you will get a warning as soon as the other part have answered:

- Warning on new chat
- Manager warning on new chat
- Warning on new chat message
- Manager warning on new chat message

Chat – Customer can create request if long queue (10.0.3)

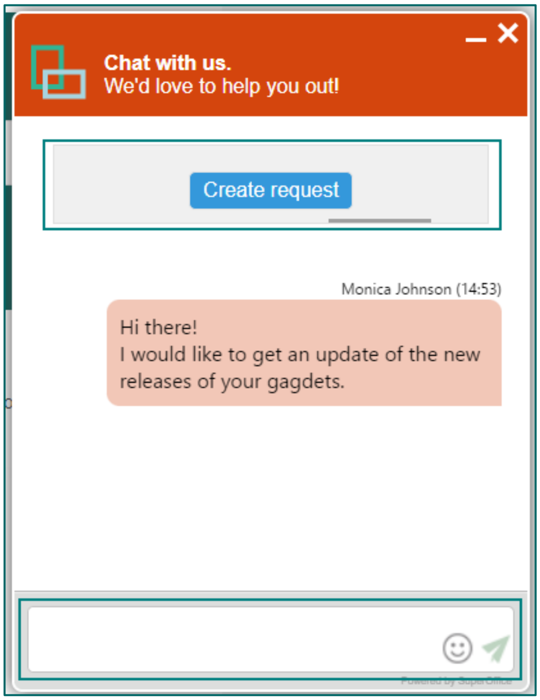


Using chat is a short way to get answers to your questions.

When no agents are available, **outside office hours** or there is a long **queue**, it's a great way to keep the customers happy by allowing them to create a **requests** instead.

The customer place whatever question they have, send the request and can sit back and wait for an answer as soon as an agent are available and can answer the request.

Chat – When in queue keep writing a message (10.0.4)



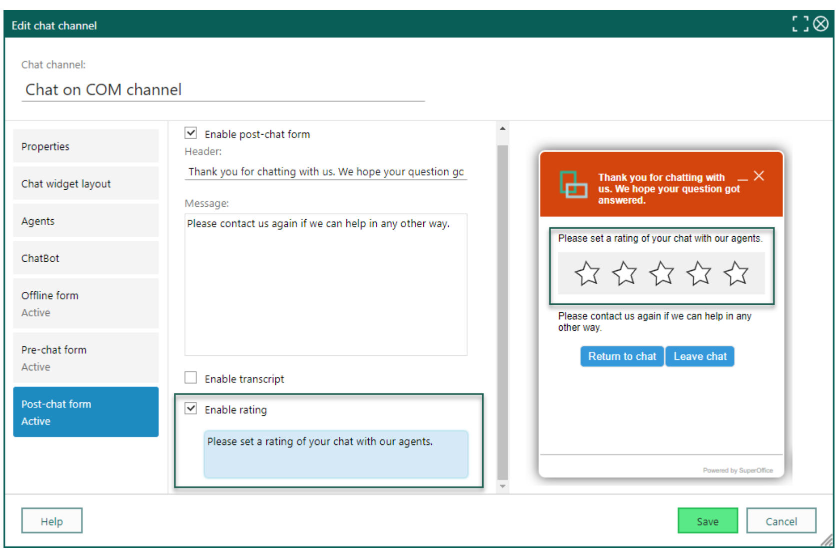
Have you thought about when trying to chat with a company and then not being able to start writing your question(s) before someone picks up your chat.

You are able to send more details in the chat before an agent start chatting with you. Actually you can send as many messages you like.

Also remember, that as a customer, you can also create request from the "waiting room" and then leave the chat. This is very neat when suddenly something happens and you need to go.

The setting for this, is in the Offline form and the check box for: **Enable request submission in queue**.

Chat – Rating on a chat from the customer (10.0.5)



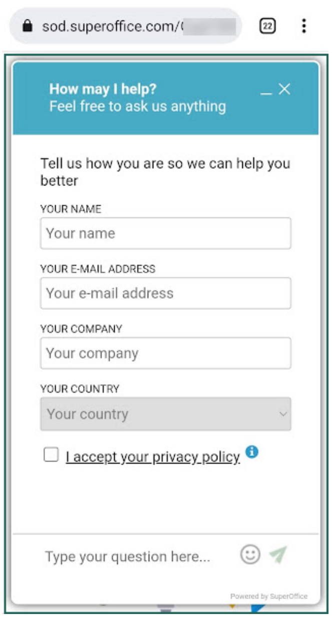
After the customer has chatted with one of the agents, they might have a feeling of good or bad experience and help of their issue.

When you enable rating you can give your customers the possibility to set 1-5 rating of their chat.

This rating is shown on the chat display, and you can also se the rating on the chat report.

It all can help you to give a better experience for your customer.

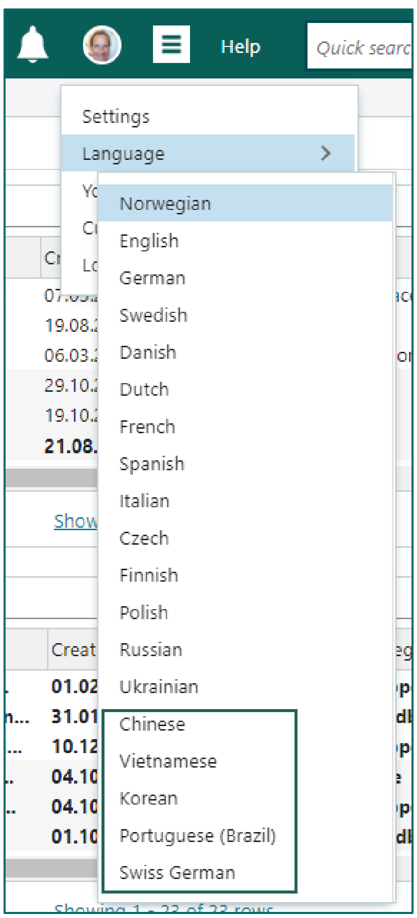
Chat – Better use of small screens like a mobile (10.0.6)



The chat module can be added to any page your company use for your customers or other.

And when you add a the **chat to web page**, that page can also be opened by mobile. So it's pretty important that the chat module use the mobile screen as efficient it can, in all the **different sizes** a **mobile** can be displayed.

Languages – 5 new UI languages on all modules (10.0.6)



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Chinese simplified	CN	zh-cn
Deutsch - Swiss	CH	de-ch

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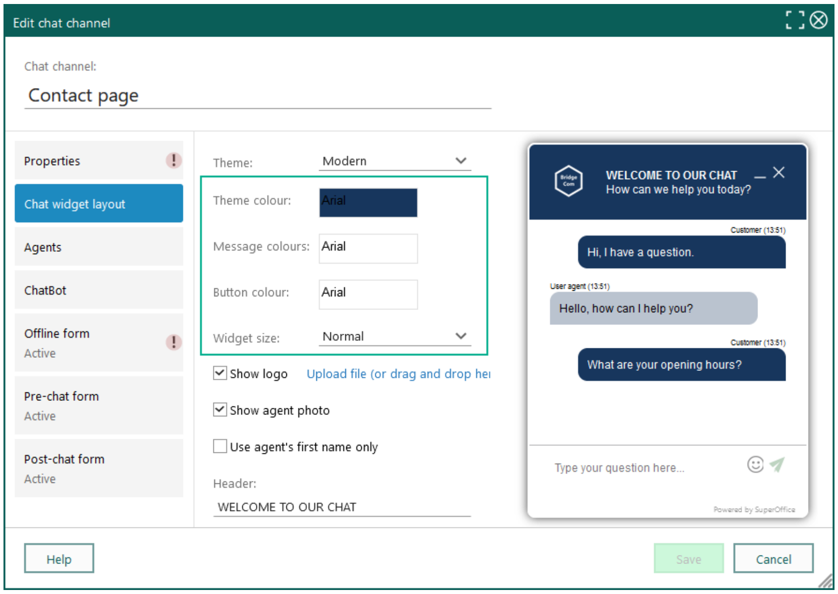
The help for Deutsch – Swiss will go to the Deutsch help.

The help for the other languages will go to the default English help.

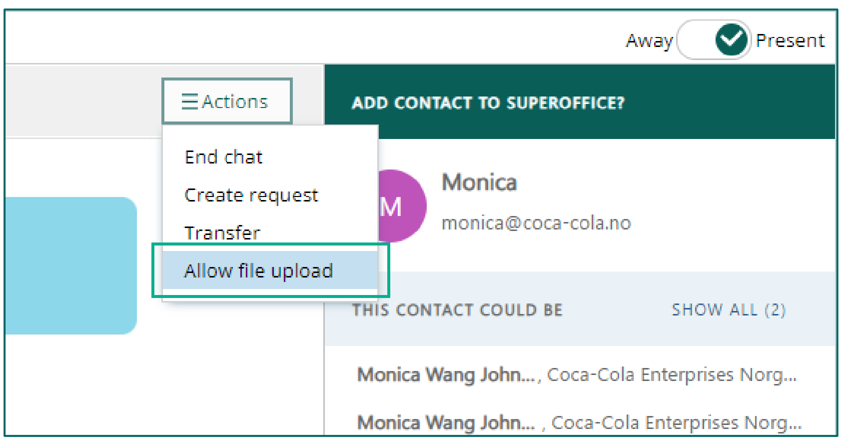
Chat – Configuration options for styling chat widget (10.1.3)

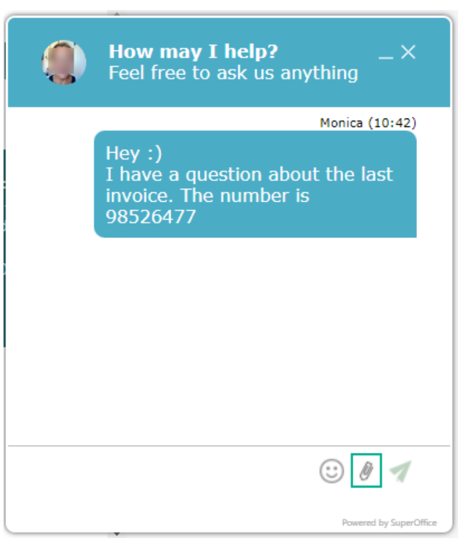


When setting up a chat channel, it's important to be able to fine tune different fonts, colours and buttons. With these options you can fine tune the chat layout:

- Add more options to configure styling for Chat widget.
- Cursor: pointer when hovering over chat widget.
- Possible to have different colors on header and chat messages.

Chat – Allow file upload in chat for the customer (10.1.5)





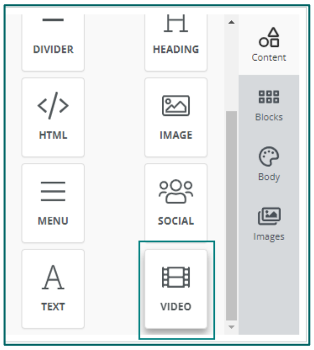
When you, as an agent, chat with a customer, you can **upload** any **file** you like. The customer on the other hand, might not be trustworthy, and you do not want any file uploaded from them. But sometimes you do trust your customer and they want to upload some files to you.

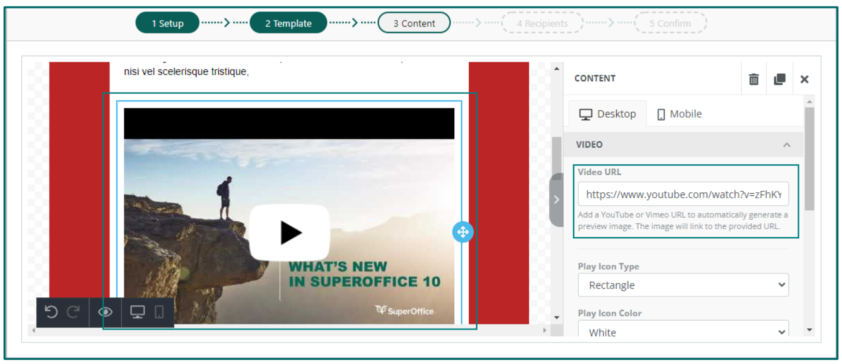
On each chat session, the chat agent can select **Action** and **Allow file upload**. When doing that, the customer will get a file upload button in their chat window and can upload the wanted file to the chat agent.

The files uploaded in the chat, either from the agent or from the customer, will be shown as a link in the chat session after it's ended, so also available if the chat agent has to send the information to a different user.

New and improved Marketing

Mailing – Add video in content of the mailing (10.0.4)





You sometimes want to show a video in the mailing, and not just send a link.

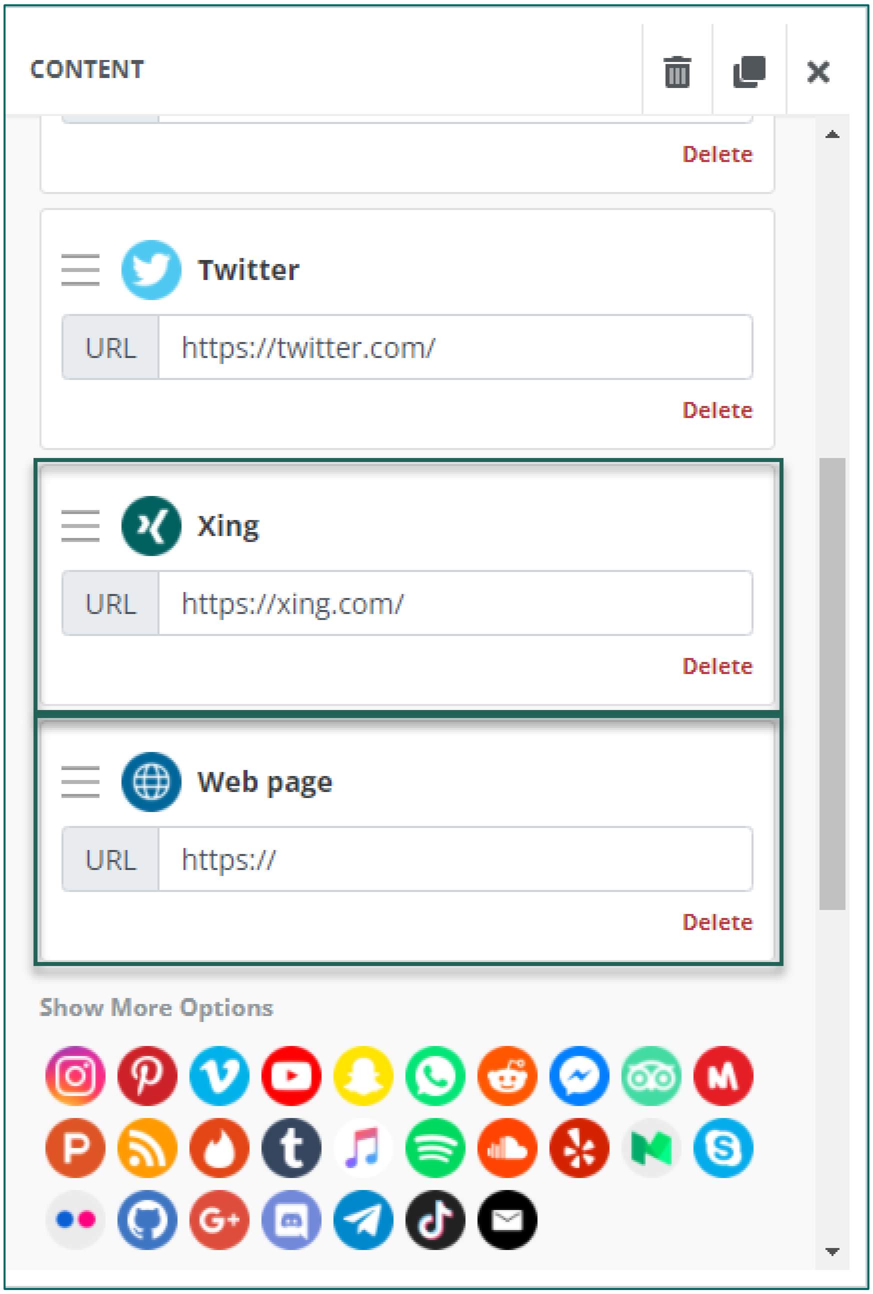
Go to the mailing, add **VIDEO** from the **Content** section and then add a YouTube or Vimeo URL to automatically generate a preview image. The image will link to the provided URL.

There is a lot of different settings on this content type:

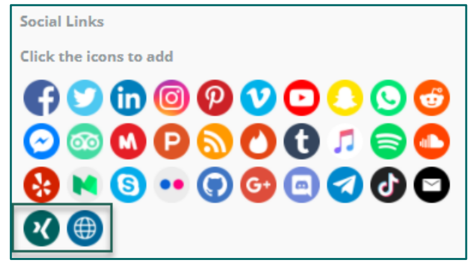
- Play icon type
- Play icon color
- Play icon size
- Container padding (top, bottom, left, right)
- Responsive design with Hide on Desktop/Mobile (on/off)

The only video url supported is from YouTube or Vimeo.

Mailing – Social bar with Xing and other generic web pages (10.0.5)



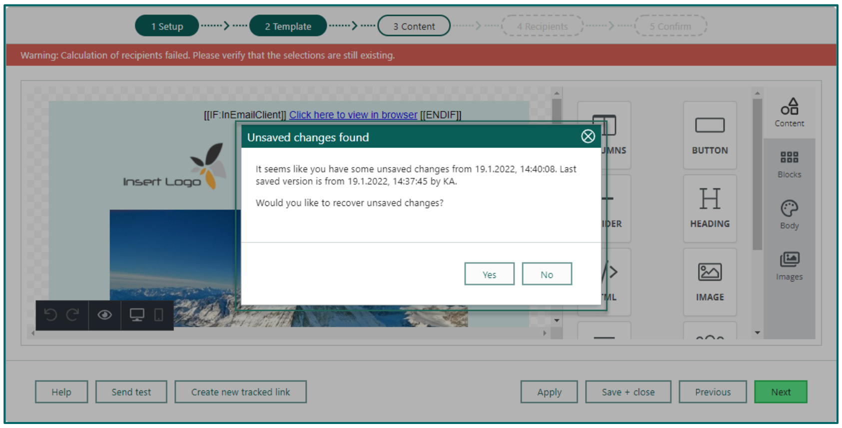
On the **social media bar**, you can have several social media buttons that are linked to your own accounts/sites.

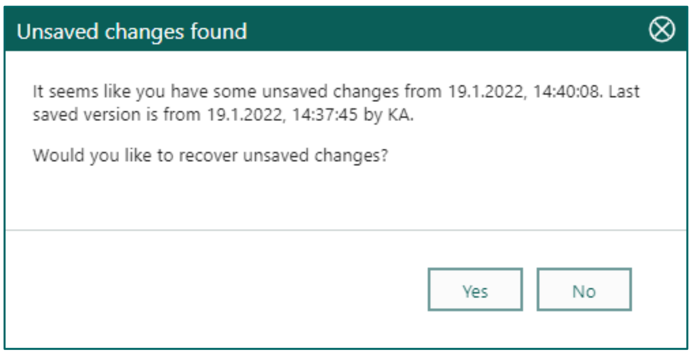


Xing, as a social media, has been added as a button option. You can also add a **web page** of any kind, in your social media.

To use the different buttons, you need to create a **new social bar** where you add the new items like Xing and a web page. This new social bar needs to be added to your mailings and your message templates ready to use for new mailings.

Mailing – Recover unsaved changes (10.0.5)



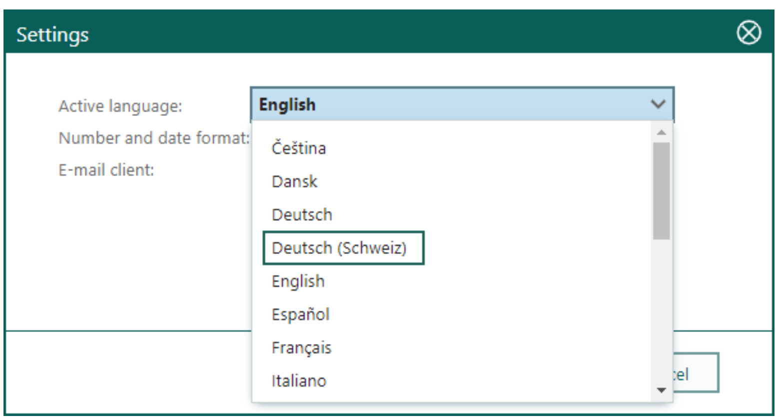


Users working on a mailing design does not always remember to save their latest changes.

They are likely to navigate elsewhere in the client to look up some data, or if they are interrupted in their work because of a phone call etc.

When you re-open your mailing, you get the message **Unsaved changes found** and you can decide if you want to recover the unsaved changes or discard them.

Languages – 5 new UI languages on all modules (10.0.6)

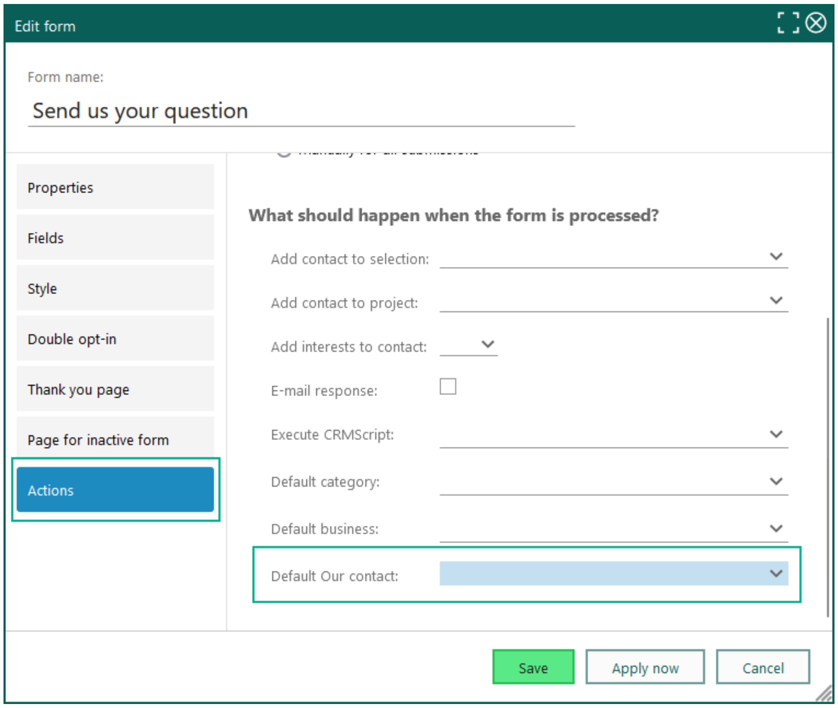


The User interface for all our SuperOffice modules there is 5 new languages to choose from:

Language	**SO code**	**LCID string**
Vietnamese	VI	vi-vn
Korean	KO	ko-kr
Portuguese - Brazil	BR	pt-br
Chinese simplified	CN	zh-cn
Deutsch - Swiss	CH	de-ch

We did have Chinese before, but now it's in not just Sales module, but also Marketing, Service, Settings and maintenance, Mobile CRM, Outlook Mail link, Gmail link and SuperOffice for Outlook.

Form – Set up Our contact with a default on form submissions (10.1.3)



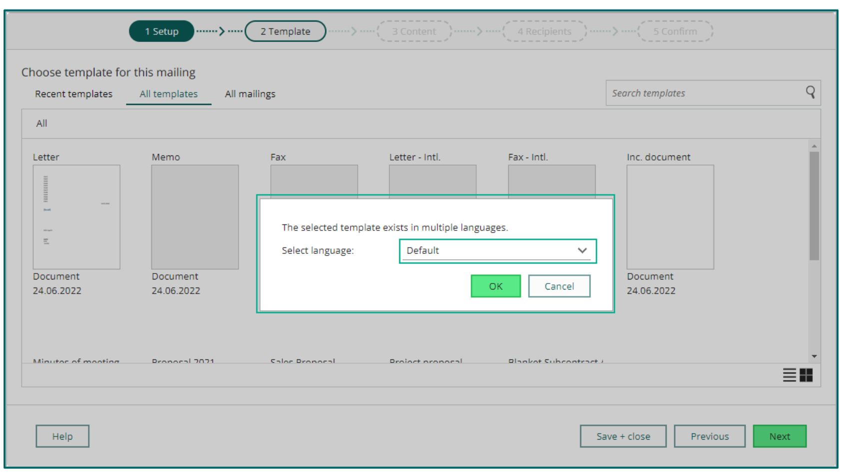
In forms you set up different Actions on the **form submission**. This are important especially when you select that the contact is added automatically.

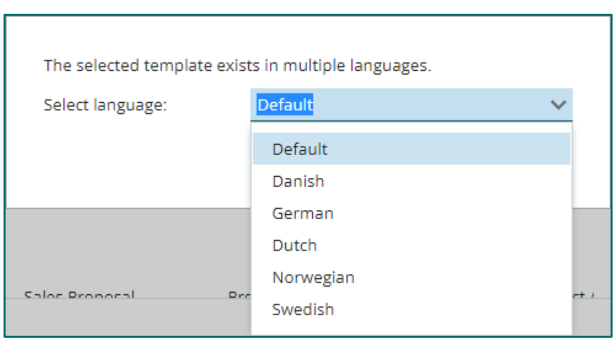
You have the option to set different defaults on fields like:

- Our contact
- Category
- Business

This will give better data in SuperOffice and the customer/contact can be found easier.

Mailing – Document mailing with language (10.1.6)





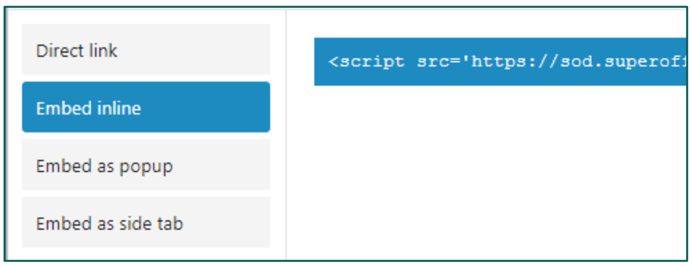
When you create a Document mailing you use the different templates in your system.

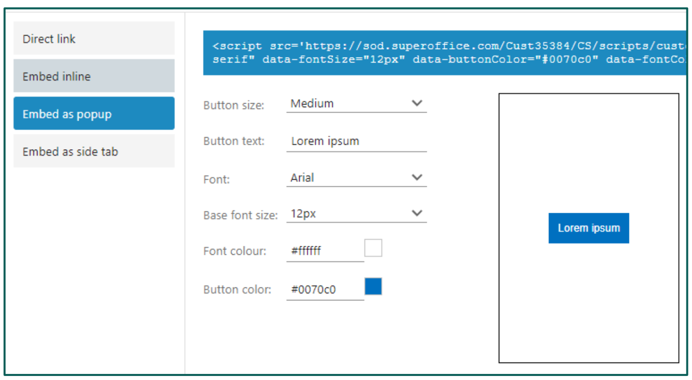
If that template is in **multiple languages**, you do get an option in the **step 2**, to select the wanted **template language** for the mailing.

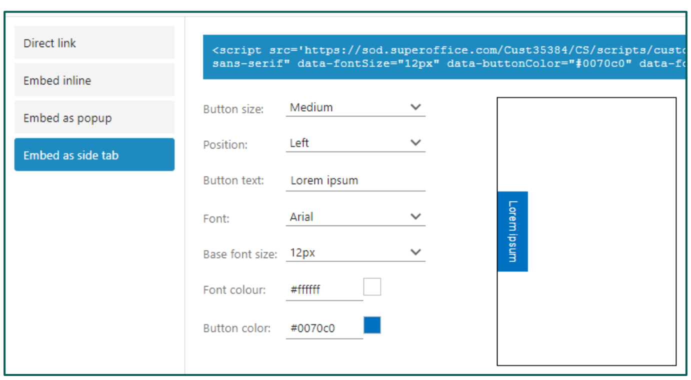
The dialog shows the drop down of all the **language** the template is stored with, just choose the wanted one, and continue to edit the document mailing.

New and improved Service

Forms – Publish options (10.0.1)



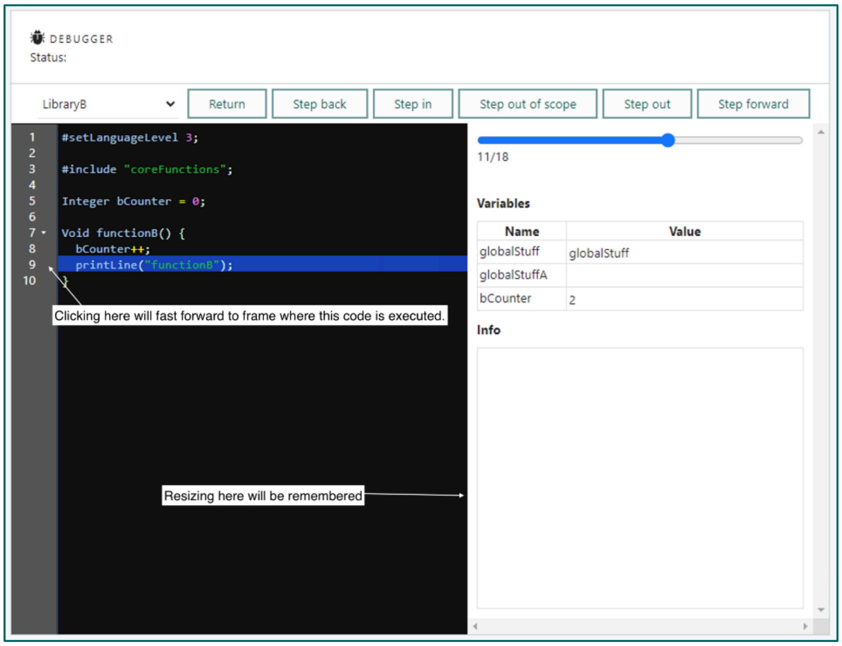




When you want to publish the form you have created, you have different publish options:

- **Direct link** – this shows over a whole web page.
- **Embed inline** – script tag on a page you use this tag.
- **Embed as popup** – shows a button and when clicking, a styled pop up shows the form. Different settings to customize the button.
- **Embed as side tab** – show a button on left or right side of the page. The form slides out when pushing the button. Different settings to customize the button.

CRMScript – Tracing of scripts (10.1.4)



When **debugging** in real time, or when viewing a saved script trace, we have a dropdown to the UI with all the **source locations** for the current debug/trace session. For large scripts that are using **#includes**, this allows you to quickly switch between the different sources. In debug mode, you can use this to e.g. set a breakpoint in another file. In tracing mode, clicking in the gutter (where the red breakpoints are shown) will now instead fast-forward the trace to that location. This can be very useful when viewing large script traces: instead of having to use the slider to try to find the frame where some particular code is executed, you can rather click next to the code and the slider will move to the correct position.

Another small but welcome improvement to this view is that the **width of the sidebar** (containing info, variables, etc) is remembered in your browser and reused on subsequent views.

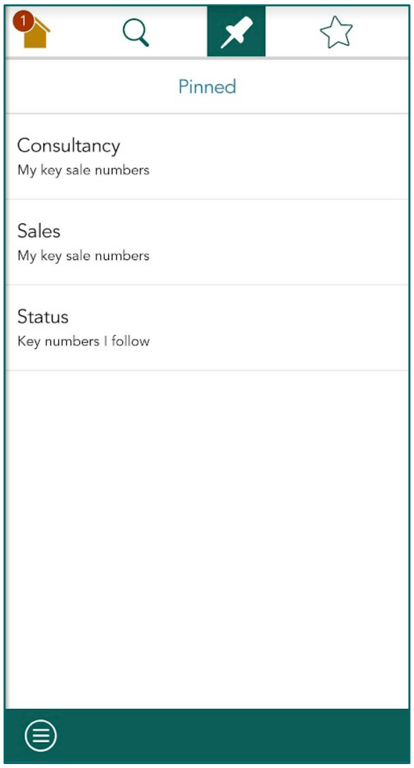
In the article CRMScript developer improvement you will find out more.

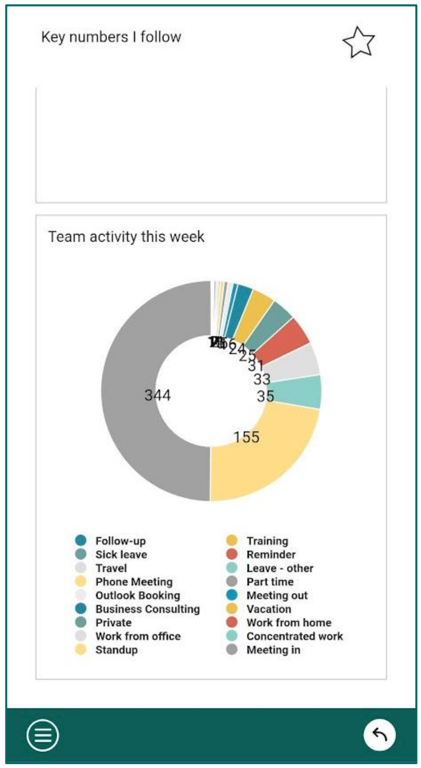
Read more about the details for the solved issues:

28896, 28140, 28482

New and improved SuperOffice Mobile CRM

Mobile CRM – Dashboard support (10.1.4)





The support of new functionality on **Dashboard** in the desktop client.

You will see the **Pinned** and **Favourites** dashboards as tabs, together with the search for dashboards.

You also have the possibility to add existing dashboards as your favourites by clicking on the star, and with easy access from the **Favourites** tab.

Scripts – Support of scripts in Mobile CRM (10.1.5)

Mobile CRM adds support for executing additional CRMScript event triggers. The event scripts need to be defined in Service web client.

Mobile already supported triggers in these categories:

- Service: new request
- Service: request changed

This release adds additional triggers from these categories:

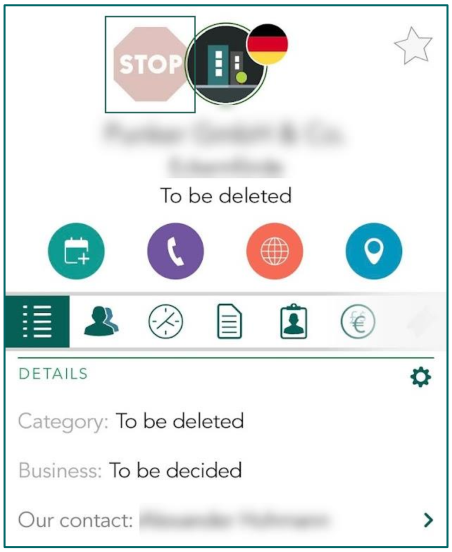
- CRM: before save
- CRM: after save

All entities are supported, except those that are now available to create or edit in Mobile:

- Stakeholder
- Quote
- Relation
- Selection
- Selection member

One feature from CRMScript triggers that is currently not supported in Mobile is NavigateTo (neither custom er soprotocol navigation).

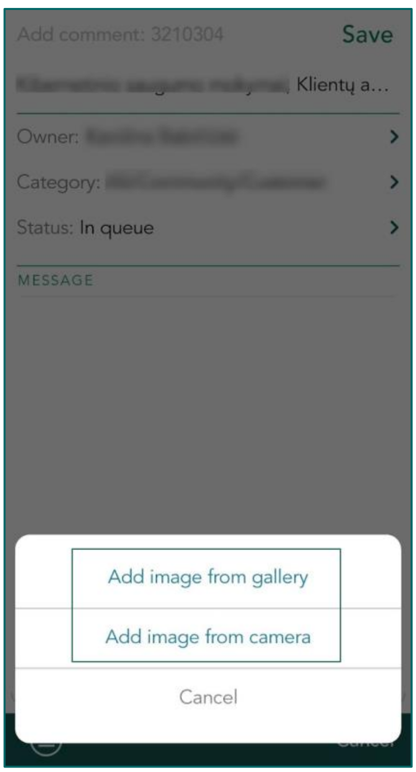
Company – Show stop on Company (10.1.7)

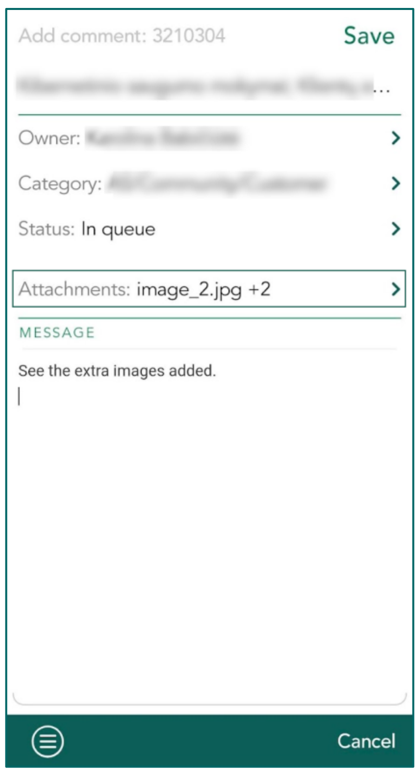


The **stop** sign on **company** can be used for a lot of things. The most common way to use it, is if there is some issues with payment, the customer are in the progress of cancel their engagement or the company needs to have some special treatment that you, as an user, needs to be aware of.

When a company is marked with the Stop sign, it's usefull to see it at once, instead of scrolling down the details list to see the check box on/off. The stop sign in the header, will give you instant warning before you do anything with the company.

Request – Add multiple images to a request (10.1.7)

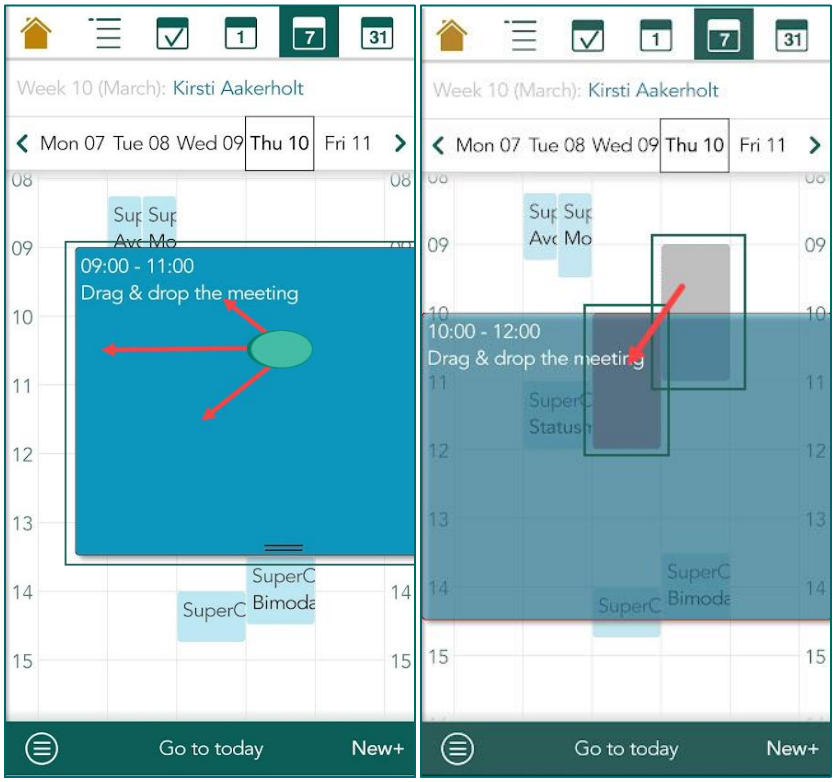




When replying to a **request**, you can add an image to the comment. It's pretty nice to be able to add **multiple images** in one go.

Go to the Menu and select either **Add image from gallery** or **Add image from camera**. Just select the different images you want, confirm and the your can **save** your comment.

Diary – Diary with drag & drop (10.1.8)



With the drag & drop function in Diary, you can be pretty efficient to reorganize and move around your follow-ups like appointments and phone calls.

Click on wanted appointment.

It shows the appointment over the whole diary.

Push down and then drag it to the new time you want the appointment.

Release your thumb when you are happy and the appointment is moved.

You can off course also drag and drop inside the diary to create new follow-ups.

This functionality has been here a long time, but it has been changed that the move does not happen before you have selected the follow-up, wait at little and then drag it. The earlier functionality created a lot of unwanted moved customers when scrolling up/down.

Languages – 5 new UI languages on all modules (10.1.8)

The User interface for all our SuperOffice modules there is 5 new languages to choose from:

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Vietnamese	VI	vi-vn
Korean	KO	ko-kr
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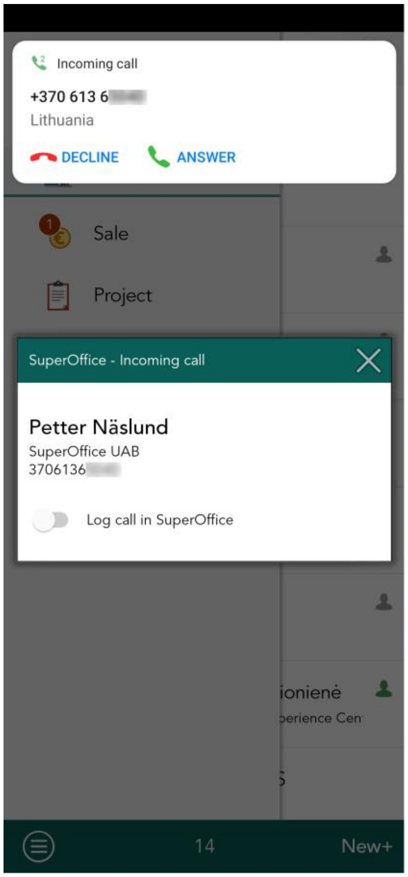
Deutsch - Swiss	CH	de-ch

We did have Chinese before, but now it's in not just Sales module, but also Marketing, Service, Settings and maintenance, Mobile CRM, Outlook Mail link, Gmail link and SuperOffice for Outlook.

The help for Deutsch – Swiss will go to the Deutsch help.

The help for the other languages will go to the default English help.

CallerID – Identify your calls with Mobile CRM (10.1.9)



Android (to the left)

iOS (to the right)

When you get incomming calls and the caller is not one of your contacts, you can choose to use Mobile CRM to show you the caller id.

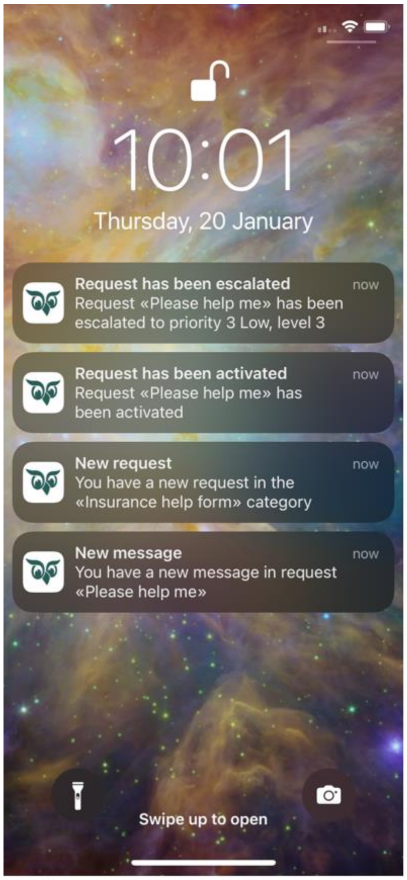
Go to **Settings** and click on **Allow call identification**, follow the prosedure to set it up.

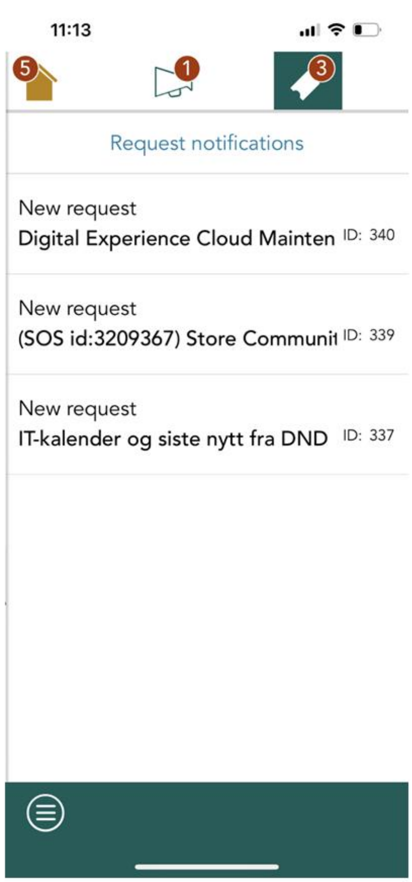
With this on, Caller ID you will give immediately info on who is calling you and you can respond properly.

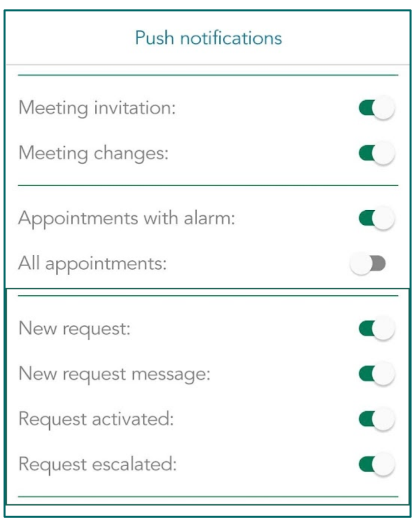
NB! There are more functionality available for the Android than the iOS. This is due to the limitations in the iOS platform. For Android we can also offer to save the call as a phone call in Mobile CRM after the call is finished.

See the FAQ on how to use CallerID and set it up.

Notifications – Request notifications (10.1.9)







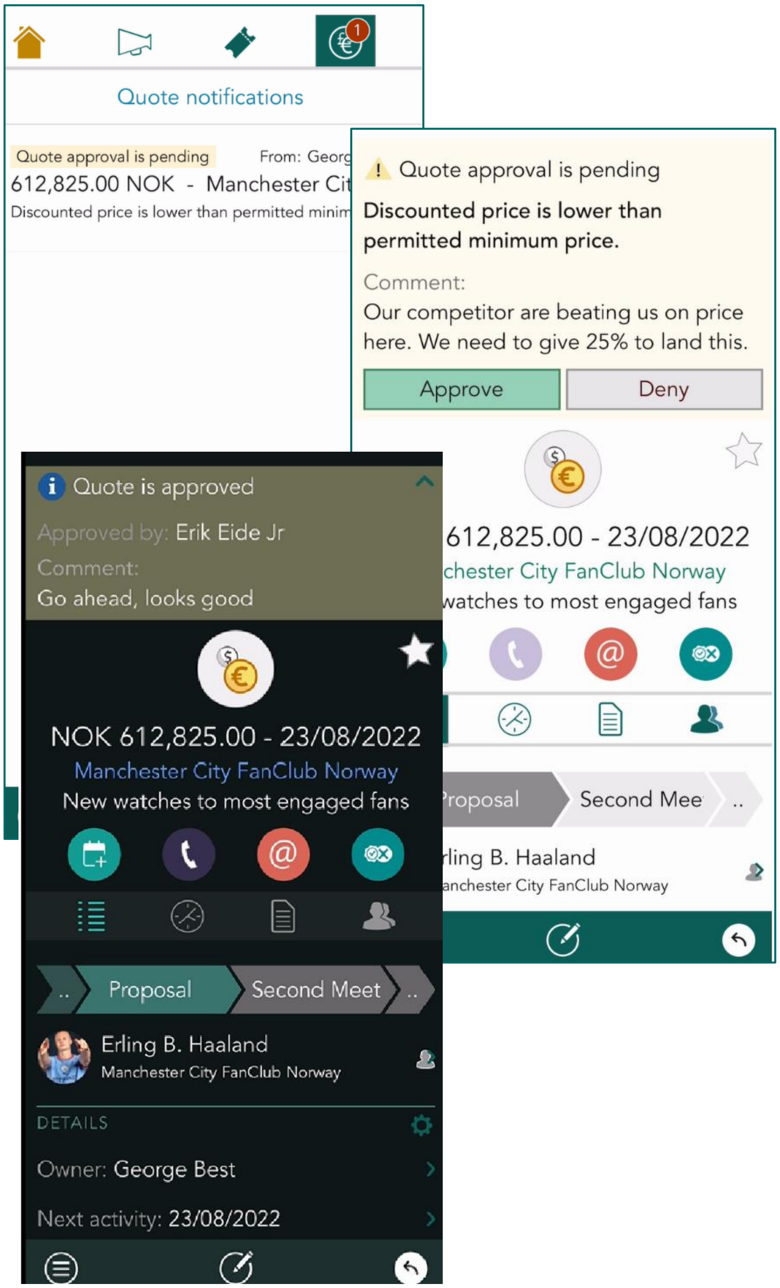
Both the **Notification center/Notification drawer** and the **Notification screen** in Mobile CRM will notify you about requests changes.

In addition, you can filter on type of Request notification so you only see a subset of the Request notifications. This is fine tuned in the **Settings**, **Notifications screen**.

Notification Centre (iOS) / Notification drawer (Android): Get notification on various request events in Service in Mobile CRM when new requests are assigned to you, when your assigned requests have been changed or are updated and when requests are reactivated or escalated. Click the notification to open the request in Mobile CRM.

Mobile CRM Notification screen: A new tab for Request notifications has been added to the Mobile CRM Notification screen. You will see the same Requests notifications as in the Notification Centre/Notification drawer. In addition, you can filter on type of Request notification so you only see a subset of the Request notifications.

Notifications – Notifications for Sale Quote approval (10.2.2)



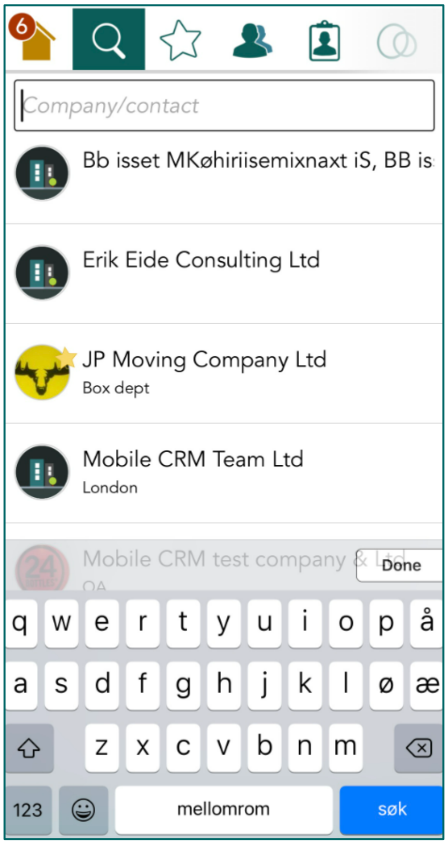
In Mobile CRM you will now be notified if someone needs **approval** for their Sale Quote to be sent to customer. You can see all the important details about the sale in Mobile CRM and **Approve** or **Deny** the Sale Quote. The person who issued the approval will get notified immediately. This makes the Quote Approval flow easy and without any friction. The sale must go on :-).

Read more about it in chapter:

Sale – Quote approval and notification in Mobile CRM (10.1.5)

This feature requires SuperOffice CRM v10.1.5 or newer and Mobile CRM v10.2.2 or newer.

Search – Search for anything (10.2.2)

	The search engine for Company/Contact, Sale and Project gives you the option to search for any property within an entity, like phone number, e-mail address, project number etc. You start the search with the **Search** button on your keyboard which is close to your thumb. This means the search won't start before you hit the **search** button.

New and improved Office integrations

Languages – 5 new UI languages on all modules (10.0.6)

The User interface for all our SuperOffice modules there is 5 new languages to choose from:

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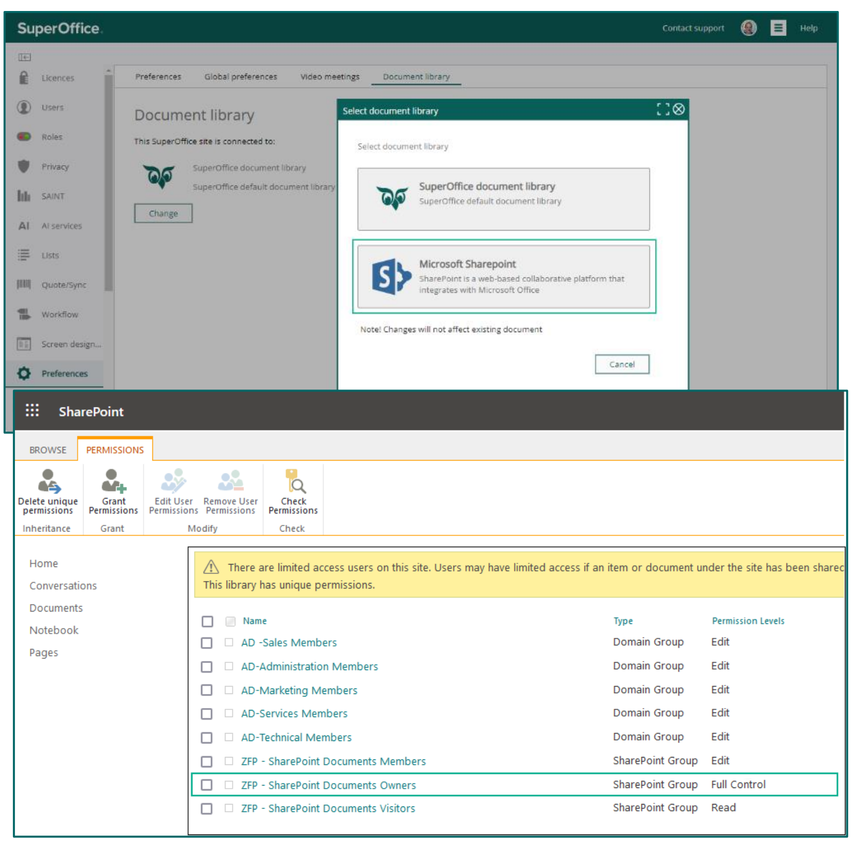
Document library – SharePoint integration (10.1.4)



SuperOffice’s **SharePoint document library** integration lets you create, archive and share documents and emails effortlessly and securely.

This integration allows you to store all documents and emails in **SharePoint Online**, where they can be accessed by everyone in the company, including even those who do not use SuperOffice CRM. The access to your SuperOffice document site in SharePoint can be controlled through domain groups (AAD = Azure active directory authentication).

Read about how to set up SharePoint document library in the Settings and maintenance.

API changes

API – New license structure (10.0.1)

In SuperOffice 10 there is a new user plan structure. Due to the license changes on users, the API is also changed to support all the different licences etc.

If your app checks for or requires a specific license, it must take the SuperOffice 10 license scheme into account.

Read more about [SuperOffice product names and feature sets]().

API – Webhooks sent for Bulk update changes (10.0.5)

Webhooks are a means to broadcast events that happen inside SuperOffice as they occur. A webhook payload includes information that describes what has changed and is broadcast to all applications that have subscribed to a corresponding event.

This change fixed bug (BIGID) and now webhooks are sent by actions performed by Bulk updates.

Read more about [webhooks]().

API – SuperOffice.WebApi Agent with better testability (10.0.6)

When using our WebApi's it's important to be able to test your use of it.

Read more about [SuperOffice.WebApi Agent]().

API – TicketAgent new method (10.0.6)

Ticket & TicketMessage POST REST API have got a new parameter - to send notifications or not. Defaults to not. This will not affect intergrations.

New Ticket agent methods:

- SaveTicketEntityWithNotify and
- SaveTicketMessageEntityWithNotify.

Read more about [GET TicketMessage]().

API – Support for RSA Signature with SHA-256 in CRMscript (10.1.1)

Extend support for RSA signature in CRMscript. The following has been added to CRMScript - A new class called "Rsa".

The following methods are available:

- Bool loadPrivateKey(String privateKey, String password)
- Bool loadPublicKey(String publicKey)
- Byte[] createSignature(Byte[] data, Integer hashingAlgorithm)
- Byte[] createSignature(String data, Integer hashingAlgorithm)
- Bool verifySignature(Byte[] data, Byte[] signature, Integer hashingAlgoritm)
- Bool verifySignature(String data, Byte[] signature, Integer hashingAlgoritm)

API – Add exception message in JSON response (10.1.1)

When migrating from SOAP to web API calls you need to change exception handling, and want more details from the web API, like the message included in the JSON response.

Read more about it on Community Bugs & Wishes:

https://community.superoffice.com/en/product-releases/bugs-wishes/product-issue/?bid=21478&azure=1

API – WebApi client to use interfaces (10.1.1)

WebAPI client classes can mock using the HttpClient - but we can add interfaces to make it easier to Moq the whole thing.

```
var handler = new MockHttpClientHandler();
var mockClient = new System.Net.Http.HttpClient(handler);
handler.Content.Enqueue((HttpStatusCode.OK, @"{""PrefDescId"":987,""Level"":""SystemWide"",

WebApiOptions session = new WebApiOptions(WebInit.Url);
session.Authorization = new AuthorizationUsernamePassword("adm0", "");
using (var agent = new PreferenceAgent(session, mockClient))
{
    var x = UserPreferenceStrings.Defaults.Section;
    var y = UserPreferenceStrings.Defaults.DefaultTimeZone;
    var res = agent.GetPreferenceByNameAsync(x,y, PreferenceLevel.Undefined).Result;
    Assert.IsNotNull(res);
    Assert.AreNotEqual(0, res.PrefDescId );
    Assert.AreEqual("123", res.RawValue, "Should contain a raw value");
    Assert.AreEqual("UTC", res.DisplayValue, "Should contain a display value");
    Assert.AreEqual("SystemWide", res.Level_String, "Should contain systemWide");
    Assert.AreEqual(PreferenceLevel.SystemWide, res.Level, "Should contain a level");
}
```

API – Lookups based on Name if the id is 0 (10.1.1)

Fixing API to do lookups based on Name if the id is 0.

This is now acceptable JSON - will look up list item ids since they are not specified:

```
{  "Name": "New Company",


   "Business": {
       "Value": "Finance"

  },

   "Category": {
       "Value": "Supplier"

  },

   "Country": {
       "Name": "Netherlands"
  },
  "Associate": {
       "Name": "JJ"
   }
}
```

Read more about it on Community Bugs & Wishes:

https://community.superoffice.com/en/product-releases/bugs-wishes/product-issue/?bid=25308&azure=1

API – Breaking changes on Web.Api (10.1.3)

SuperOffice.WebApi 10.1.3 breaking changes:

- System user functionality moved into package SuperOffice.SystemUser.Client.
- Extracted Authorizations into the following packages:
  - SuperOffice.WebApi.Authorization, contains the following [default] authorizations:
    - AuthorizationUsernamePassword
    - AuthorizationTicket
    - AuthorizationImplicit
  - SuperOffice.WebApi.Authorization.AccessToken , contains:
    - AuthorizationAccessToken
  - SuperOffice.WebApi.Authorization.SystemUserTicket, depends on SuperOffice.SystemUser.Client package.
    - AuthorizationSystemUserTicket
- IAuthorization.GetAuthorization changed, now returns an AuthenticationHeaderValue instead of a tuple.

- Changed Environment enum property to SubDomain string.
- Added CancellationToken support

API – CRMScript (10.1.4)

Improvements to CRMScript:

- Added two new functions to arrays and structs: .toJSONString() and .fromJSONString() which will directly use a string as input or output.
- Arrays now have a .buildString() method, which creates a delimited string of its members.
- Structs can implement a toString() method. This will work together with the .buildString() function above, but will also as a bonus make variables of these types better to view in the debugger/tracer.
- Error messages for incorrect array functions are now shown at the correct source position.
- Support for .sort() on arrays. Basic types will be sorted normally, such as Integers, strings or floats.
- Structs that implement a compare(struct s) function are used when sorting an array of that struct type.

Read for more information:

https://docs.superoffice.com/automation/crmscript/reference/CRMScript.DataStructure.Array.html

https://docs.superoffice.com/automation/crmscript/reference/CRMScript.DataStructure.Struct.html

API – Quote Connector for Approval/Rejection (10.1.5)

```
Quote Connector API for Approval/Rejection is in there for SOAP and on-site DLLs as
well as the yet-to-be-released REST connector.

WCF connector will detect missing Approve/Reject methods on remote service and ignore
errors from them. WCF connector will avoid calling if methods are flagged as missing.

QuoteConnector plugins must implement new IQuoteConnector2 interface to add support for
approve/reject methods.
```

Read more about the ERP Quote connector and SuperOffice Quote connector.

API – Update overview (10.1.9)

Check out the update overview on the sub pages to get the exact API change.

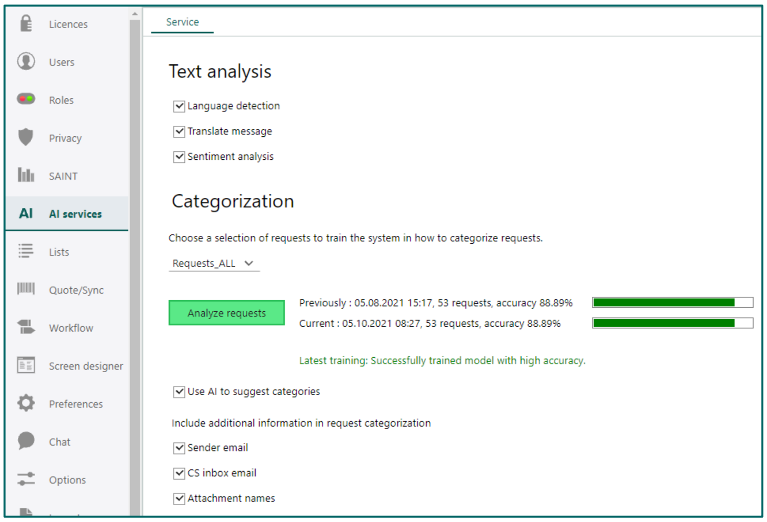
https://docs.superoffice.com/release-notes/10.1/api/index.html

https://docs.superoffice.com/release-notes/10.1/api/version-changes/changes-10.1.8.583.html

Developer Products

Read more about the [Expander Services and Developer Products] and [Developer Tools] on [docs.superoffice.com].

AI Services – New functionality (10.0.1)



Artificial Intelligence Services contains different areas:

- **Text analysis** on incomming Requests.
- **Categorization** where the service tries to find the best category for requests.
- **Chatbot** for a Chat channel, where the message on the chat is passed on to a script for processing.

Read more about AI Services on [Learn the Essentials].

AI Services – In production (10.1.2)

Artificial Intelligence Services contains different areas:

- **Text analysis** on incomming Requests.
- **Categorization** where the service tries to find the best category for requests.
- **Chatbot** for a Chat channel, where the message on the chat is passed on to a script for processing.

Read more about AI Services on [Learn the Essentials].

The **pilot program is ending** and from the 1st of June 2022 all services will be billable with a fixed price per month per service.

If you have been a pilot you need to contact us to continue with AI Services, since we automatically will cancel your SuperOffice AI pilot-licenses by 31st of May 2022..

If you want to start use it, please contact us.

Read about [who to contact and what to do] if you want to us AI Services.

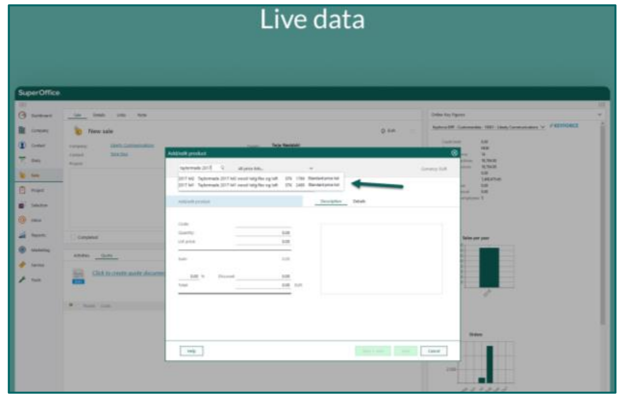
SuperOffice App Store

Monitor Quote by Keyforce AS (09.09.2021)

Salespeople use SuperOffice CRM Online to support their sales processes. Why force them to learn and use your ERP system just to create quotes? This Monitor Quote integration app allows you to create quotations in SuperOffice CRM Quote. By accessing directly from Monitor, where your product and price catalogs live, the integration ensures you always include the latest and correct product details, discounts, and prices.

When a quotation becomes an order, you place the order in SuperOffice CRM Quote, and the information is automatically sent back to Monitor for invoicing.

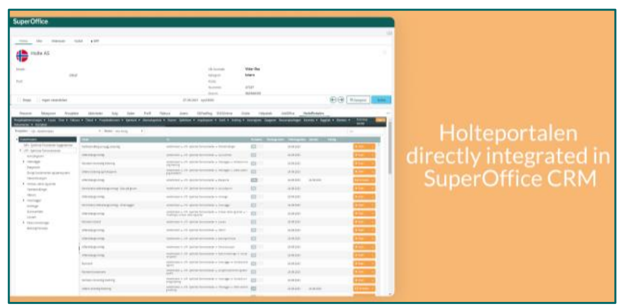
This app is an add-on for Monitor Sync and can't be used standalone.



HoltePortalen by Holte AS (15.09.2021)

With this HoltePortalen app, you have direct access to all valuable information in HoltePortalen; SuperOffice CRM project, project members, companies, contacts, and more entities are automatically kept in sync between HoltePortalen and SuperOffice CRM.

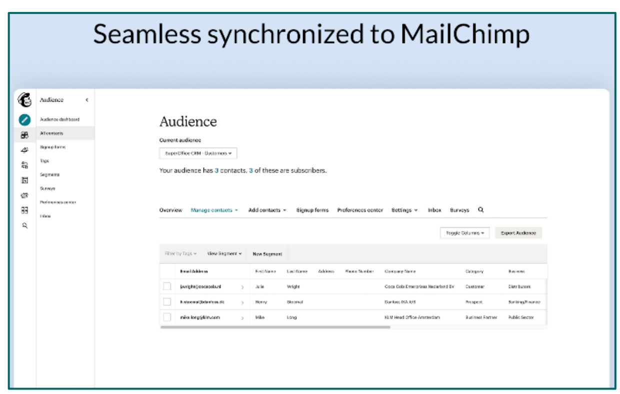
- Synchronize project and project members.
- Synchronize companies and persons.
- HoltePortalen directly visible in SuperOffice CRM.



SuperOffice for Mailchimp by SuperOffice InfoBridge B.V. (05.10.2021)

Mailchimp is an all-in-one marketing platform that helps you manage and talk to your clients, customers, and other interested parties. With the free SuperOffice CRM for Mailchimp app, you can use SuperOffice CRM for advanced segmenting and Mailchimp to send out beautiful emails. Transfer SuperOffice CRM selections to Mailchimp with a click of a button.

Get this free SuperOffice for Mailchimp app and reach your customers and grow your business!

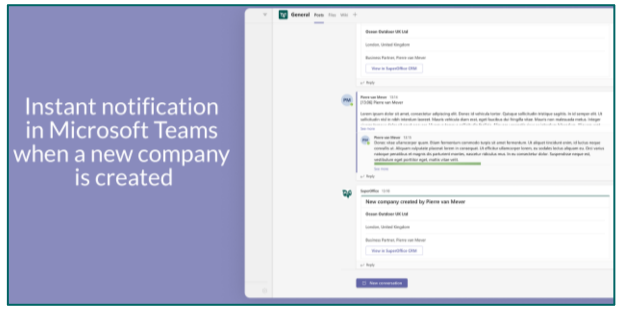


SuperOffice for Microsoft Teams by SuperOffice InfoBridge B.V. (05.10.2021)

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place. With the free SuperOffice for Microsoft Teams app, you can now get notifications when something new happens in SuperOffice CRM -- directly within Microsoft Teams. No need to waste time flip-flopping between multiple systems; just work where you want with SuperOffice CRM and Microsoft Teams.

Be always informed on what is happening to your customers in SuperOffice CRM and receive notifications within Microsoft Teams. You control on which SuperOffice CRM objects you want to receive a notification on.

Get this free [SuperOffice for Microsoft Teams app] to make team collaboration even more effective!



SuperOffice for Slack by SuperOffice InfoBridge B.V. (05.10.2021)

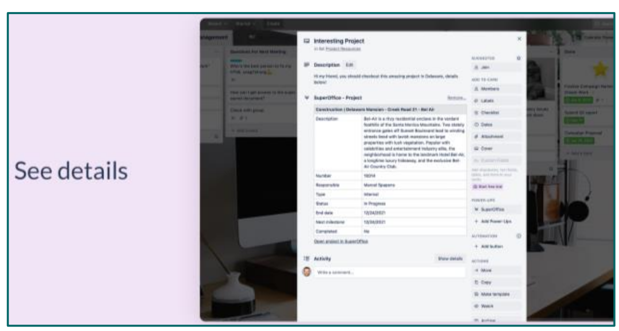
Slack is a digital workplace that connects you to the people and tools you work with every day. With the free SuperOffice for Slack app, you can now get notifications when something new happens in SuperOffice CRM -- directly within Slack. No need to waste time flip-flopping between multiple systems; just work where you want with SuperOffice CRM and Slack. Be always informed on what is happening to your customers in SuperOffice CRM and receive notifications within Slack. You control on which SuperOffice objects you want to receive a notification on.

Get this free [SuperOffice for Slack app] to make team collaboration even more effective!

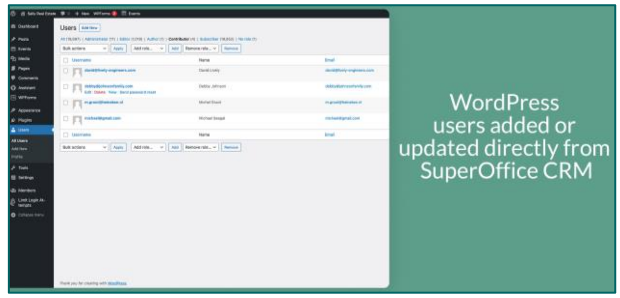
SuperOffice for Trello by SuperOffice InfoBridge B.V. (05.10.2021)

Trello is a collaborative work management app designed to track team projects, highlight tasks underway, show who they are assigned to, and detail progress towards completion. With the free SuperOffice for Trello app, you can bring information about sales opportunities, leads, contacts, and projects to your Trello cards.

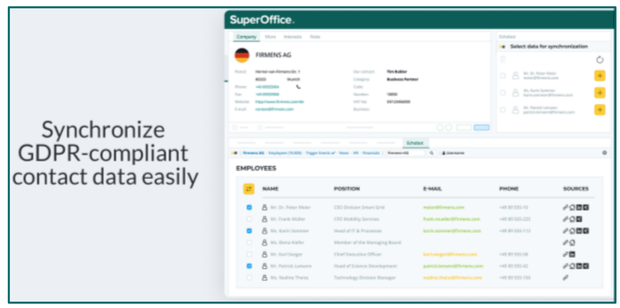
Get this free [SuperOffice for Trello app] and have your favorite work management and CRM tool together at last.



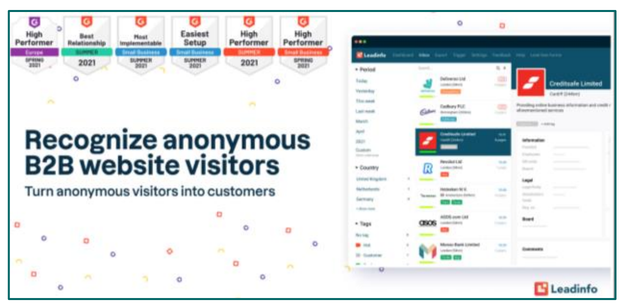
SuperOffice for WordPress by SuperOffice InfoBridge B.V. (05.10.2021)

WordPress is used for over 75 million websites, e-commerce and e-learning solutions. With the free SuperOffice CRM for WordPress app, you can import contact details to create or update WordPress user accounts and give your customers, suppliers, students or prospects access to role based content, your e-commerce store or your e-learning portal. Get this [free SuperOffice for Wordpress app]() and grow your business!	

Echobot connect by SP softwarepartner GmbH (05.10.2021)

With the [Echobot CONNECT app](), you get access to contacts, contact details, financials, latest company news, and trigger events on prospects or existing customers. Above all, you benefit from efficient company and contact synchronization. Enrich a single company name to receive a complete and up-to-date company record in seconds and synchronize relevant contacts with GDPR-compliant contact data – directly in your SuperOffice CRM environment. Try it free for 14 days; no commitment required.	

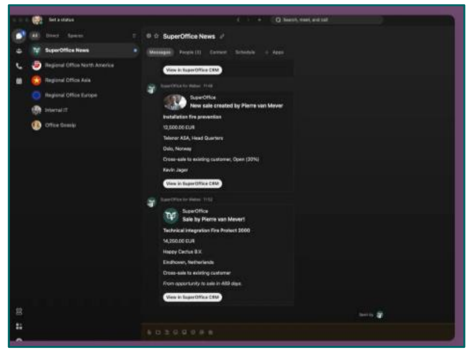
Leadinfo by Leadinfo (05.10.2021)

With this integration, you can easily link Leadinfo to SuperOffice CRM. After installing the integration, a button is added in [Leadinfo]() to send leads to SuperOffice CRM. The website visits are synchronized with SuperOffice CRM, as well as URL, address, and phone number. Try it free for 14 days; no commitment required. • Assign leads to different colleagues. • Company details such as address, telephone number, and website are automatically sent. • Website visits are automatically synchronized and added as a note in SuperOffice CRM.	

SuperOffice for WebEx by SuperOffice InfoBridge B.V. (16.12.2021)

Webex by Cisco is a collaboration app that helps your team stay organized and have conversations all in one place. With the free SuperOffice for Webex app, you can now get notifications when something new happens in SuperOffice CRM directly within Webex.

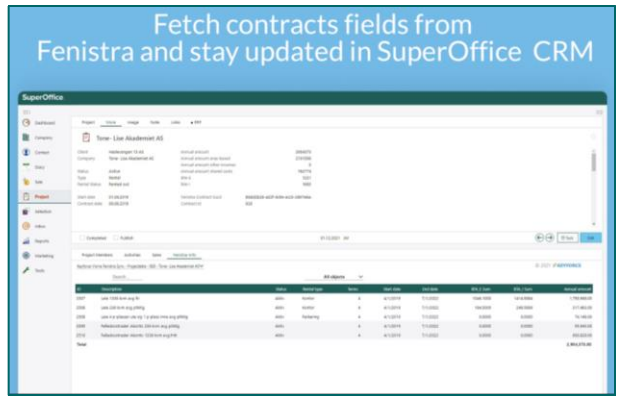
- SuperOffice CRM notifications for companies, projects, sales and service tickets.
- Real-time notifications are instantly visible in your team's Webex channel.
- Celebrate sales as soon as they are marked as sold.



Visma Fenistra sync by Keyforce AS (06.12.2021)

Fenistra Sync lets you connect your cloud-based SuperOffice CRM with your Fenistra solution. Connect SuperOffice CRM projects with Contracts in Fenistra and present key information from objects and areas directly in SuperOffice CRM.

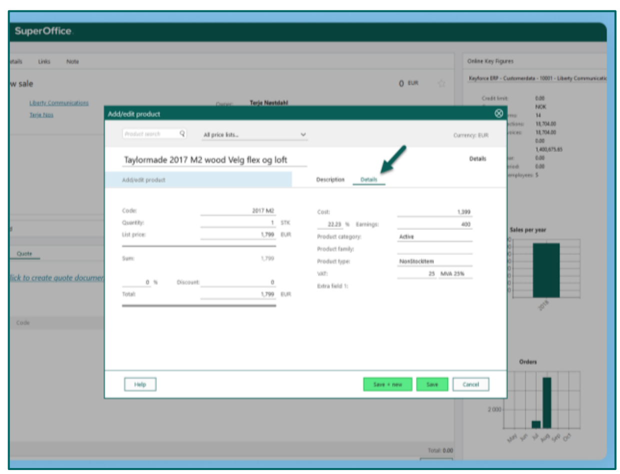
- Connect existing SuperOffice CRM Projects to your Fenistra contracts.
- All information in SuperOffice CRM Project will be updated when making changes in Fenistra.
- View Objects and Area on contracts directly in SuperOffice CRM.



Xledger quote by Keyforce AS (02.12.2021)

Salespeople use SuperOffice CRM Online to support their sales processes. Why force them to learn and use your ERP system just to create quotes? This Xledger Quote integration app allows you to create quotations in SuperOffice CRM Quote. By directly accessing Xledger, where your product and price catalogs live, the integration ensures you always include the latest and correct product details, discounts, and pricesWork in SuperOffice CRM Quote and fetch price details directly from Xledger in real-time.

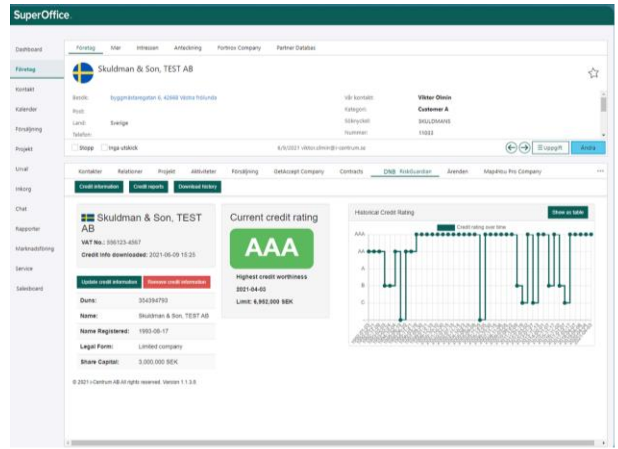
- Be confident that prices and quotes are correct and up-to-date.
- All product lists and price lists from Xledger are available in SuperOffice CRM Quote – no need to update and manage two lists.
- Transfer order details directly to Xledger by clicking a button in SuperOffice CRM. No double entry. No need for salespeople to work in your financial system.



Bisnode RiskGuardian for SuperOffice by i-Centrum AB (08.02.2022)

With the Dun & Bradstreet RiskGuardian for SuperOffice CRM app, you will be able to see a company or person's credit rating history directly in SuperOffice CRM.

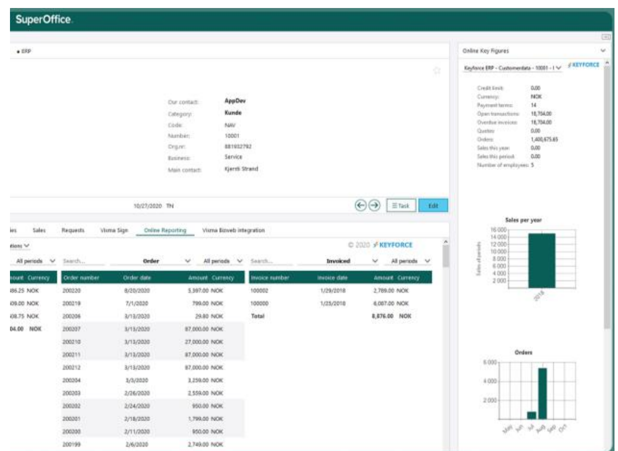
- View credit rating and rating history.
- Market leading risk evaluation model, AAA.
- View and download full company report with extensive credit data.
- Covering all Nordic markets.
- Five interface languages (Swedish, Norwegian, Danish, Finnish, English).
- View in SuperOffice company card via extra fields on credit information.
- Receive real-time updates on important credit information so that you can take action in time.



Uni Economy Sync by Keyforce AS (28.01.2022)

Uni Economy Sync lets you connect your cloud-based SuperOffice CRM with your cloud-based Uni Economy solution. It will synchronize customer data and present key financial information, such as invoice data or outstanding orders, in SuperOffice CRM Online.

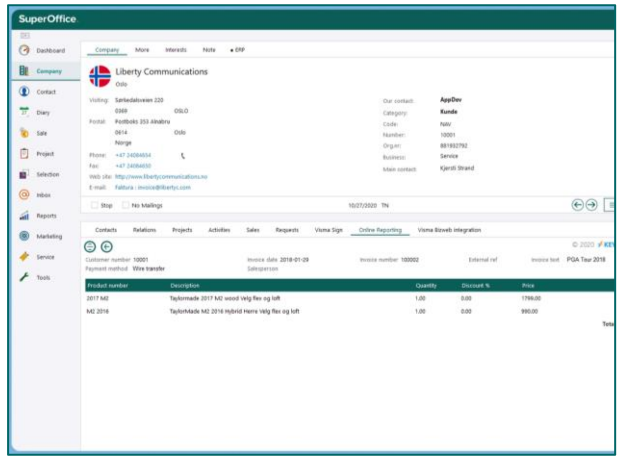
- Connect existing SuperOffice CRM companies to your Uni Economy customer/supplier lists.
- Create a new Uni Economy customer/supplier from within SuperOffice CRM.
- Connect existing SuperOffice CRM contacts to Uni Economy contacts.
- Create new Uni Economy contacts from within SuperOffice CRM.
- View transactional data from Uni Economy for any customer/supplier/project in SuperOffice CRM.



Sparebank 1 Regnskap sync by Keyforce AS (03.05.2022)

SpareBank 1 Regnskap Sync lets you connect your cloud-based SuperOffice CRM with your cloud-based SpareBank 1 Regnskap solution. It will synchronize customer data and present key financial information, such as invoice data or outstanding orders, in SuperOffice CRM Online. When you integrate data from your ERP solution with SuperOffice CRM, you will enjoy:

- Big savings on time: no more searching for customer data in more than one system and no need to learn or update two systems.
- Improved working experience: respond and act on customer dealings with a full 360-degree view of the customer in one place.
- Better data quality: update customer data one time only, as new information is automatically synchronized to the other system. Less room for errors and out-of-date information.



DNB regnskap sync by Keyforce AS (03.05.2022)

DNB Regnskap Sync lets you connect your cloud-based SuperOffice CRM with your cloud-based DNB Regnskap solution. It will synchronize customer data and present key financial information, such as invoice data or outstanding orders, in SuperOffice CRM Online.

- Connect existing SuperOffice CRM companies to your SpareBank 1 Regnskap customer/supplier lists.
- Create a new SpareBank 1 Regnskap customer/supplier from within SuperOffice CRM.
- Connect existing SuperOffice CRM contacts to SpareBank 1 Regnskap.
- Create new SpareBank 1 Regnskap contacts from within SuperOffice CRM.
- View transactional data from SpareBank 1 Regnskap for any customer/supplier/project in SuperOffice CRM.