

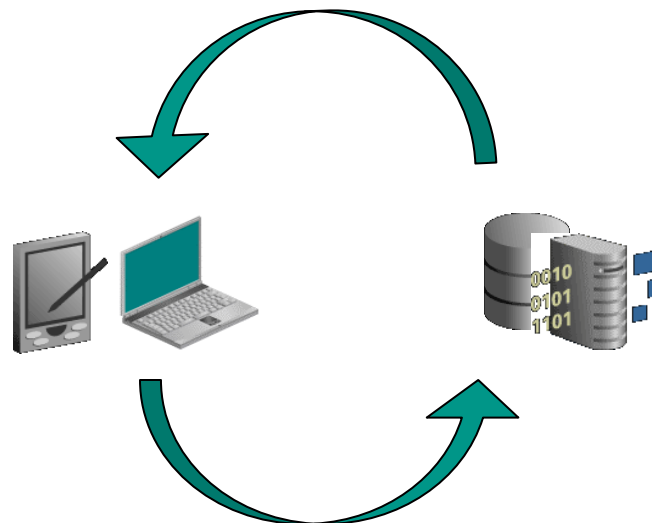
# Synchronizing Outlook and Oracle TCA for Sales Applications

February 22, 2008 3:00 PM – 3:40 PM

Presented By

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**Synchronization Overview**

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**Synchronization Flow**

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**Modes of Synchronization**

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**Sync Architecture**

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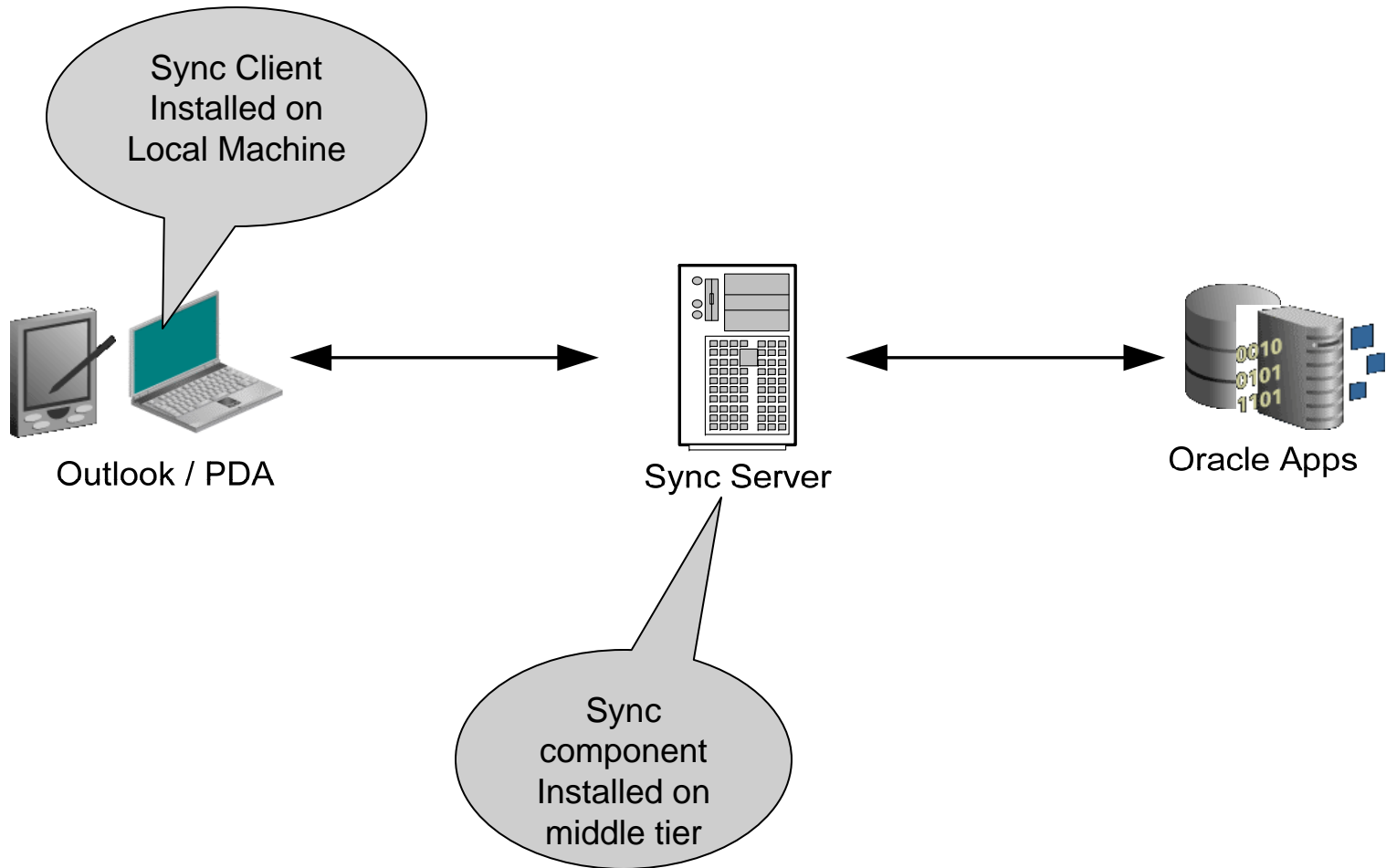
**Contacts Synchronization**

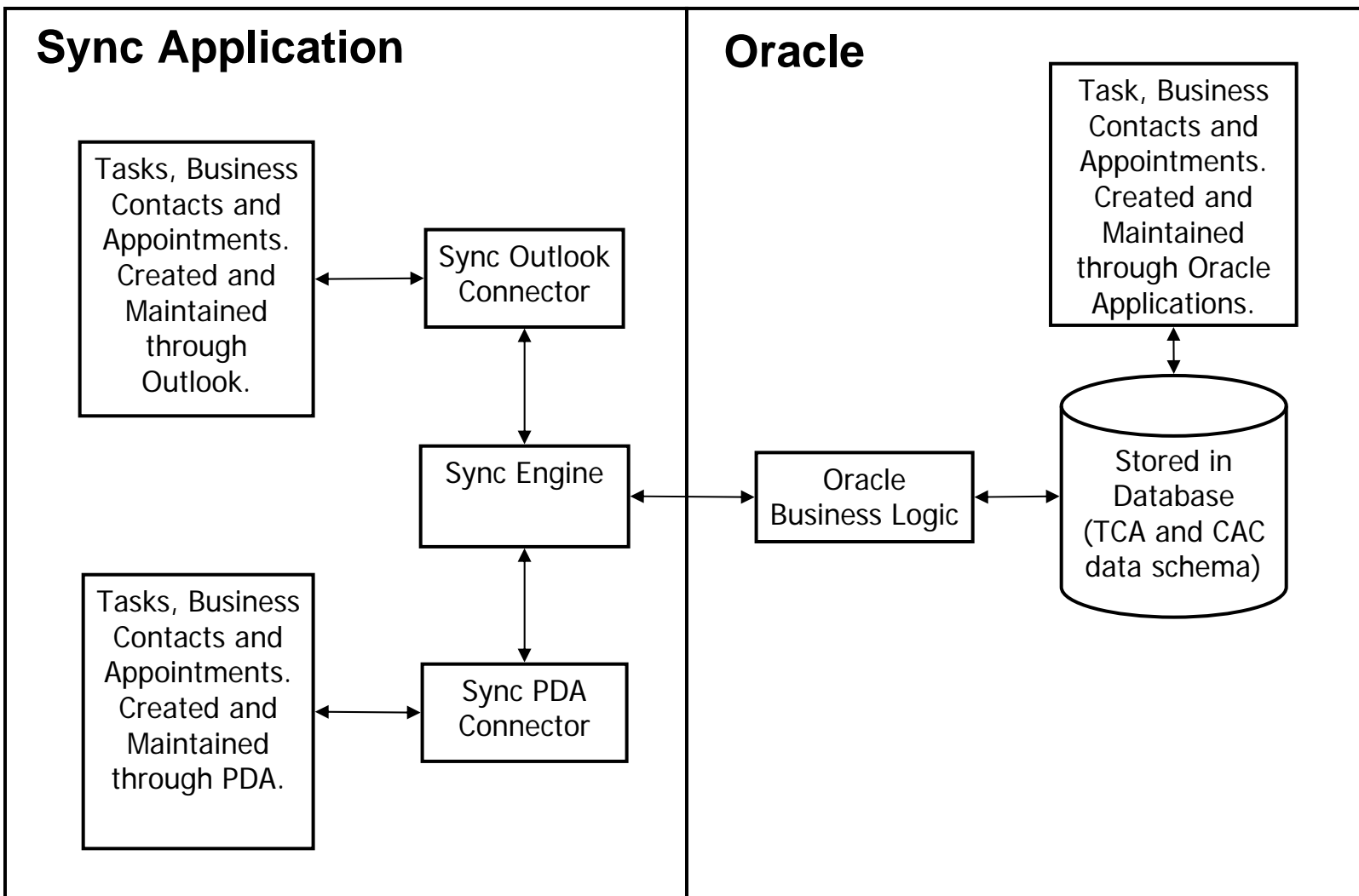
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**Questions and Answers**

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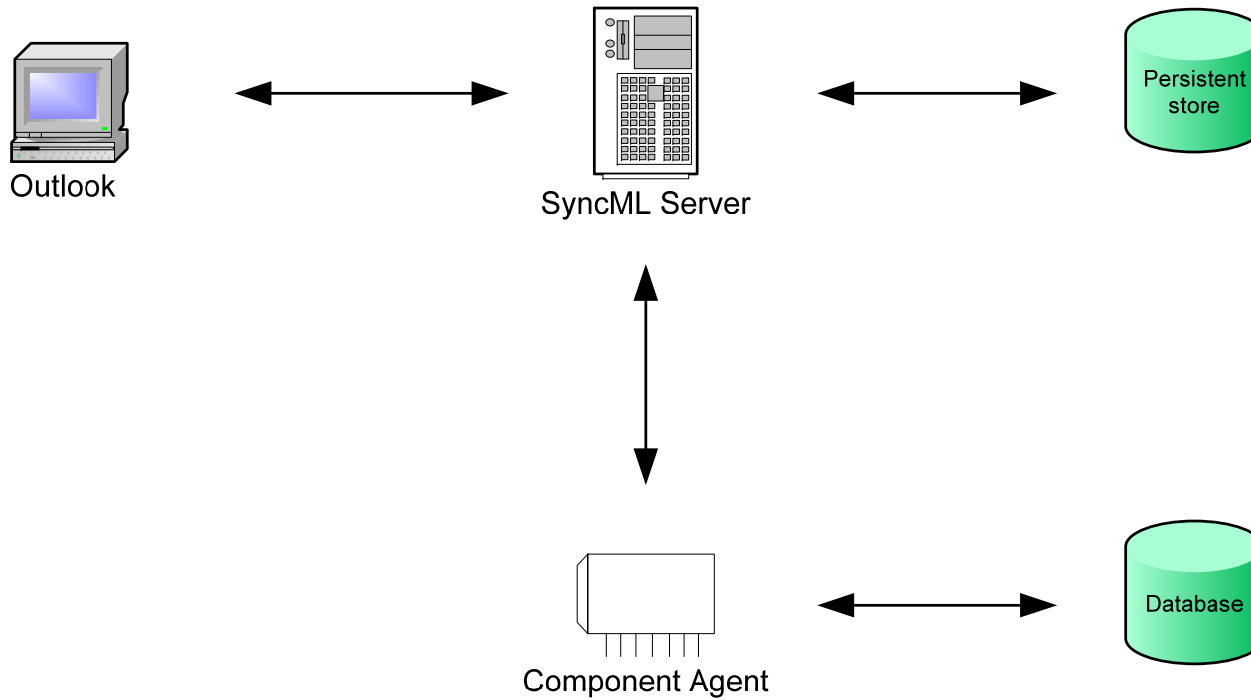


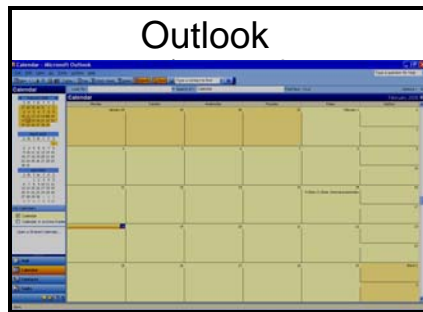
## ❖ Slow Sync

- ❖ The client sends its entire database to the sync server, where it is compared with the corresponding database and then the modifications needed are returned back to the client for being up to date again.
- ❖ Not very efficient mode, as unmodified data existing on both side is transmitted and compared.

## ❖ Fast Sync

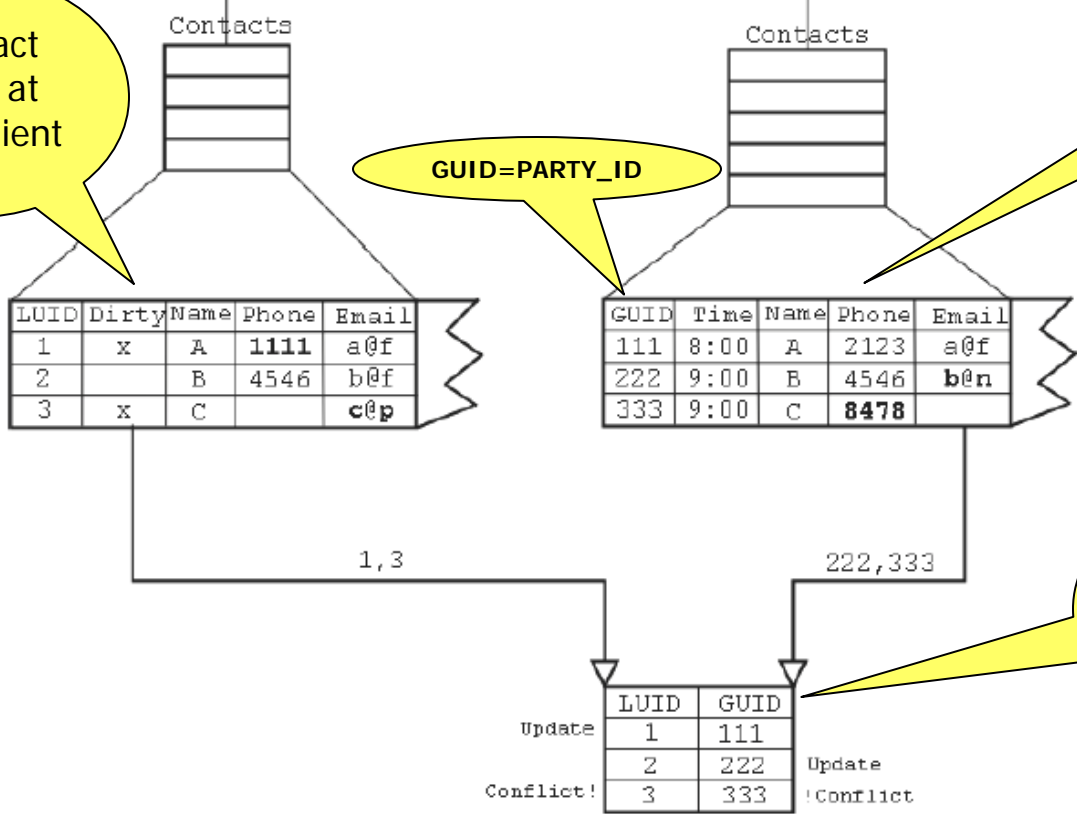
- ❖ The client sends only the items changed since the last synchronization between Sync Server and Sync Client.
- ❖ Fast & Efficient mode of synchronization.



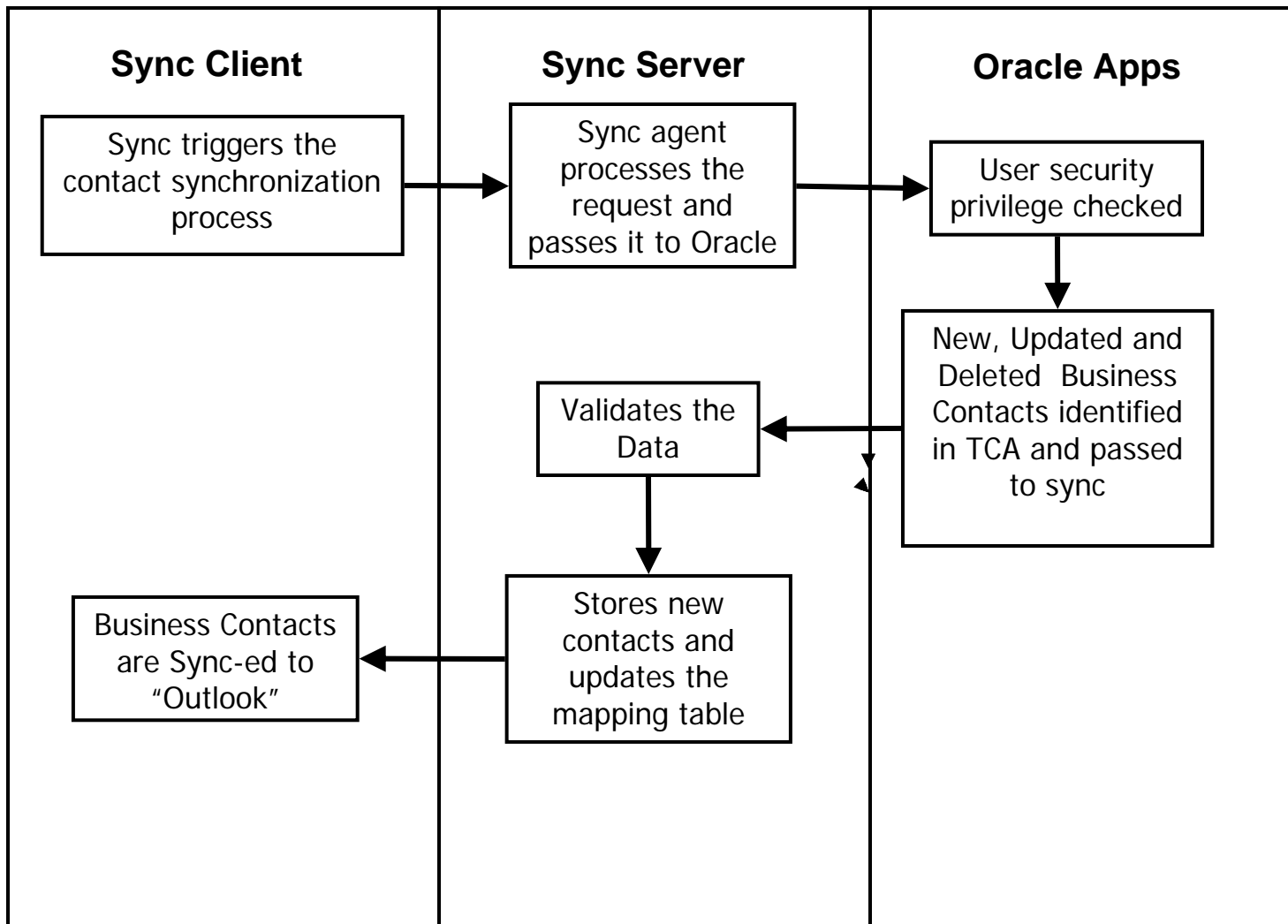


Contact table at sync client

HZ table at Oracle TCA



Mapping table at sync server level



- ❖ Check if the user is allowed to create a Contact
  - ❖ Java API's will request through a flag to the PL/SQL API indicating whether the user is allowed to create a contact in TCA.
- ❖ Check if mandatory information is provided
  - ❖ First Name/Last Name is mandatory
  - ❖ Contact must have some detailed info specified
  - ❖ An Address must be specified if the Profile Values are Set
  - ❖ If Address is specified Country must also be entered
- ❖ Check if new data would violate any reference/lookup data
  - ❖ Validating Country
  - ❖ Validating City, State and Zip
  - ❖ Validating Phone Country Code and Phone Area Code



FIELD NAME	TCA COLUMNS
•TITLE	•NOT APPLICABLE
•FIRST NAME	•HZ_PARTIES.PERSON_FIRST_NAME
•MIDDLE NAME	•HZ_PARTIES.PERSON_MIDDLE_NAME
•LAST NAME	•HZ_PARTIES.PERSON_LAST_NAME
•JOB TITLE	•HZ_ORG_CONTACTS.JOB_TITLE
•COMPANY NAME	•HZ_PARTIES.PARTY_NAME
•HOME STREET 2-4	•HZ_LOCATIONS.ADDRESS1 TO ADDRESS4
•HOME CITY	•HZ_LOCATIONS.CITY
•HOME STATE	•HZ_LOCATIONS.STATE
•HOME ZIP	•HZ_LOCATIONS.POSTAL_CODE
•HOME COUNTRY	•HZ_LOCATIONS.COUNTRY
•BUSINESS PHONE	•HZ_CONTACT_POINT.PHONE_COUNTRY_CODE •HZ_CONTACT_POINT.PHONE_AREA_CODE •HZ_CONTACT_POINT.PHONE_NUMBER •HZ_CONTACT_POINT.PHONE_EXTENSION
•MOBILE PHONE	•HZ_CONTACT_POINT.PHONE_COUNTRY_CODE •HZ_CONTACT_POINT.PHONE_AREA_CODE •HZ_CONTACT_POINT.PHONE_NUMBER •HZ_CONTACT_POINT.PHONE_EXTENSION
•PAGER	•HZ_CONTACT_POINT.PHONE_COUNTRY_CODE •HZ_CONTACT_POINT.PHONE_AREA_CODE •HZ_CONTACT_POINT.PHONE_NUMBER •HZ_CONTACT_POINT.PHONE_EXTENSION

•FAX	<ul style="list-style-type: none"> <li>•HZ_CONTACT_POINT.PHONE_COUNTRY_CODE</li> <li>•HZ_CONTACT_POINT.PHONE_AREA_CODE</li> <li>•HZ_CONTACT_POINT.PHONE_NUMBER</li> <li>•HZ_CONTACT_POINT.PHONE_EXTENSION</li> </ul>
•EMAIL	<ul style="list-style-type: none"> <li>•HZ_CONTACT_POINT.PHONE_COUNTRY_CODE</li> <li>•HZ_CONTACT_POINT.PHONE_AREA_CODE</li> <li>•HZ_CONTACT_POINT.PHONE_NUMBER</li> <li>•HZ_CONTACT_POINT.PHONE_EXTENSION</li> </ul>
•CATEGORY	•JTA_SYNC_CONTACT_MAPPING.CATEGORY
•BUSINESSSTREET 2-4	•HZ_LOCATIONS.ADDRESS1 TO ADDRESS4
•BUSINESSCITY	•HZ_LOCATIONS.CITY
•BUSINESSSTATE	•HZ_LOCATIONS.STATE
•BUSINESSZIP	•HZ_LOCATIONS.POSTAL_CODE
•BUSINESSCOUNTRY	•HZ_LOCATIONS.COUNTRY
•DEPARTMENT	•N/A
•EMAIL2	•N/A
•PREFIX	•N/A
•BIRTH DATE	•N/A
•PRIORITY	•N/A
•BUSINESS WEB	•N/A
•CUSTOM FIELD1	•N/A

- ❖ Check if user is allowed to update the Contact
- ❖ Retrieve data from eBusiness Suite for the same Address Id
- ❖ Check if changed data would violate any reference/lookup data
- ❖ Check if any new blank field would break an update
- ❖ Transform data to fit into TCA Tables
- ❖ Update JTA\_SYNC\_CONTACT\_MAPPING as appropriate

- ❖ Retrieve data from mapping table for the Sync Contact Id
- ❖ Check to see if User has access to delete the Contact
- ❖ Inactivate the Contact in E-Business Suite
- ❖ Delete the mapping table for the given Sync Contact Id

- ❖ SyncML (Synchronization Markup Language)
- ❖ Sync Anchor
  - ❖ Sync Information units used by SyncML protocol to run synchronization.
- ❖ URI
  - ❖ The address of SyncML Server, device id, address of data source and address of data items within the SyncML message.
- ❖ CAC Applications
  - ❖ Appointment
  - ❖ Task
- ❖ Contact
  - ❖ Trading Community Architecture (TCA) business contacts available to the logged-in user based on Oracle Sales Online security.

## Synchronization Client

### Windows PC Client Download



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#### Client Download

Click on the hyperlink to install the synchronization client. You will be prompted to save or open the file.

Cancel

If you open the file

- Extract the contents into a separate folder.
- Run the "install.bat" file.

If you save the file

- Open the file from where you saved it.
- Extract the contents into a separate folder.
- Run the "install.bat" file.

✔ **TIP** The synchronization client is compatible with computers running Windows 2000 or XP and Outlook 2000, 2002 (XP), or 2003.

[Click here to download the client.](#)

Cancel

## Synchronization Client

### Windows PC Client Download



## Synchronization Client

### Windows PC Client Download



The screenshot shows a Windows application window titled "Oracle Sales Synchronization". The window has a blue title bar with a close button (X) in the top right corner. The main content area is light beige and features the "ORACLE" logo in red at the top center. Below the logo are two buttons: "Synchronize" with a circular refresh icon and "Options" with a wrench and gear icon. At the bottom, there are two text input fields labeled "User Name" and "Password". Below the "Password" field is a checked checkbox labeled "Remember My Password".

## Questions and Open Discussions



### Contact Information

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