Title (en)

PRODUCTIVITY SUITE TO LINE OF BUSINESS SYNCHRONIZATION MECHANISM

Title (de)

PRODUKTIVITÄTS-SUITE FÜR EINEN BRANCHEN-SYNCHRONISATIONSMECHANISMUS

Title (fr)

MECANISME DE SYNCHRONISATION D'UNE SUITE DE PRODUCTION ET D'UN VOLET D'ACTIVITE

Publication

EP 1934783 A4 20131204 (EN)

Application

EP 06803815 A 20060918

Priority

- US 2006036362 W 20060918
- US 71769405 P 20050916
- US 75297105 P 20051221
- US 43743006 A 20060519

Abstract (en)

[origin: WO2007035680A1] A synchronization method is arranged to permit synchronization between a productivity suite application and a line of business (LOB) application such as a Customer Relation Management or CRM application. Requests are sent from the productivity suite application to the LOB application via a web service call to update, delete, or create a new entity in the LOB application. The LOB application extracts each request from received web service calls, where the request can be provided in an XML data representation. Requests are communicated to the productivity suite application via control messages that are embedded in an email to update, delete, or create an item in the productivity suite application, where the item is associated with a LOB entity. The control messages are hidden from the user, and extracted from the email message for evaluation, conflict resolution, property promotion and binding between the LOB entity and the productivity suite application item.

IPC 8 full level

G06F 15/16 (2006.01); **G06F 17/00** (2006.01); **G06Q 10/10** (2012.01)

CPC (source: EP KR)

G06F 9/448 (2018.01 - KR); **G06Q 10/06** (2013.01 - EP KR); **G06Q 10/107** (2013.01 - EP KR); **H04L 67/1095** (2013.01 - EP KR)

Citation (search report)

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- See references of WO 2007035680A1

Designated contracting state (EPC)

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DOCDB simple family (publication)

WO 2007035680 A1 20070329; AU 2006292299 A1 20070329; CA 2624272 A1 20070329; EP 1934783 A1 20080625; EP 1934783 A4 20131204; KR 20080060243 A 20080701; NO 20081591 L 20080415; SG 165396 A1 20101028

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