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Kayako SyncWorks

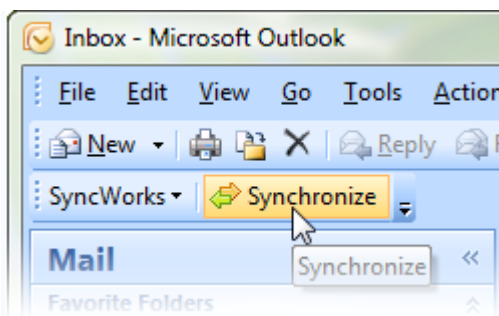


Kayako SyncWorks is a Microsoft Office Outlook addon. It enables your staff and support agents to synchronize contacts, appointments (calendar) and tasks between their desktop and your SupportSuite, eSupport or LiveResponse installation, ensuring that critical teamworking data is available wherever your staff are.

SyncWorks could be used to synchronize contacts, appointment and task lists between your laptop, desktop computer and your support desk, ensuring you always have the most up-to-date data whether you are online, offline or on the move.

Items that are private to certain staff accounts are kept private. For example, if the account "john.doe" creates a private appointment, only "john.doe" will be able to synchronize this appointment to his Outlook installation.

Key features



- Synchronize contacts, appointments and tasks between an unlimited number of Microsoft Office Outlook installations.
- Make your teamworking data available to your staff online, offline and on the move.
- Highly flexible application allows for full control over item synchronization; server-to-client, client-to-server, item deletion prevention and so on.

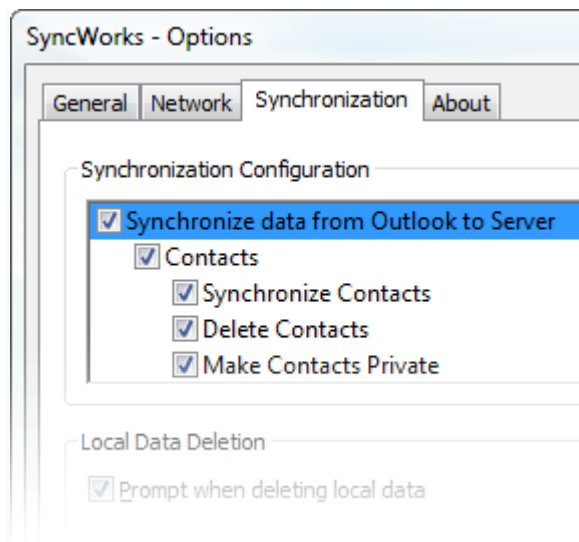
- Categorize items as public or private, keeping each staff account data separate if necessary.
- Support for multiple levels of folders within Outlook.

Licensing and purchasing

Each SyncWorks license costs \$39.95, where one license can be used to register SyncWorks on one machine. To purchase a license, log in to the [members' area](#) and click on the 'Purchase' tab.

We offer discounts for bulk orders. If you would like to order multiple licenses, please contact our [sales department](#).

How it works



Following installation, restart Outlook. You will then be asked to enter the URL to your SupportSuite, eSupport or LiveResponse installation and your staff account username and password. You will also be able to configure your synchronization preferences at this stage.

Once you have configured SyncWorks to your liking, the application will then connect to your support desk and begin performing the first-time synchronization.

Free trial

SyncWorks is a plugin for Microsoft Office Outlook. The latest version can be downloaded from our [application downloads area](#), and can be trialled without registering.

System requirements

- Kayako SupportSuite, eSupport or LiveResponse.
- Microsoft Windows XP and Vista.

- Microsoft Office Outlook (2000, XP, 2003 or 2007).

Es gelten unsere AGB. Alle Angaben ohne Gewähr.