
Uploaded Tasks have NO Team assignment

Posted by speedy - 2008/07/07 11:50

Using the Outlook Plug-in for SugarCRM, we uploaded new Tasks from Outlook2003. Although the records were created in Sugar, the assigned Team was NONE.

We have the TeamOS for SugarOS 4.5.1x. Each user has Default Team assigned already in Sugar. Is there a way we can get the Team assignment done with the Outlook-to-Sugar Sync?

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Posted by greenwave - 2008/07/07 15:32

One solution is to handle the Team assignment using the logic_hook mechanism. Depending on the Biz Rule for assigning Teams to your Outlook records, you can implement Team assignments during uploading records to Sugar.

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