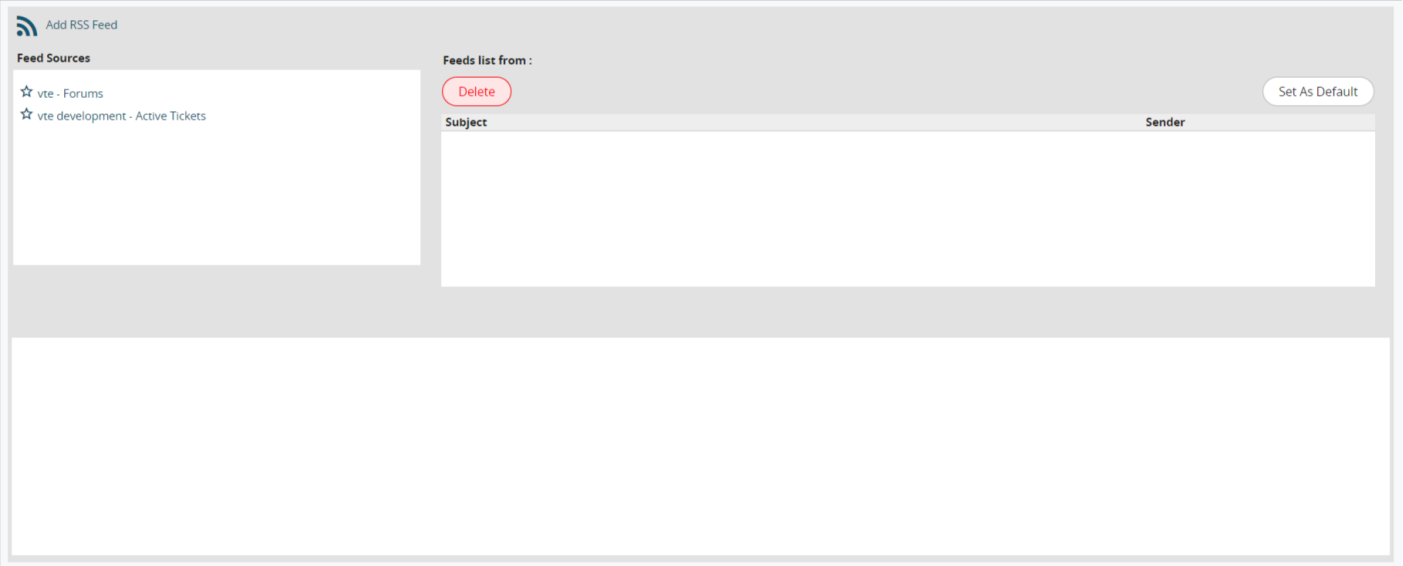
15 Other Functions

- 15.1 RSS
- 15.2 My Sites
- 15.3 License and number of users
- 15.4 Synchronizations
- 15.5 Recycle Bin

15.1 RSS

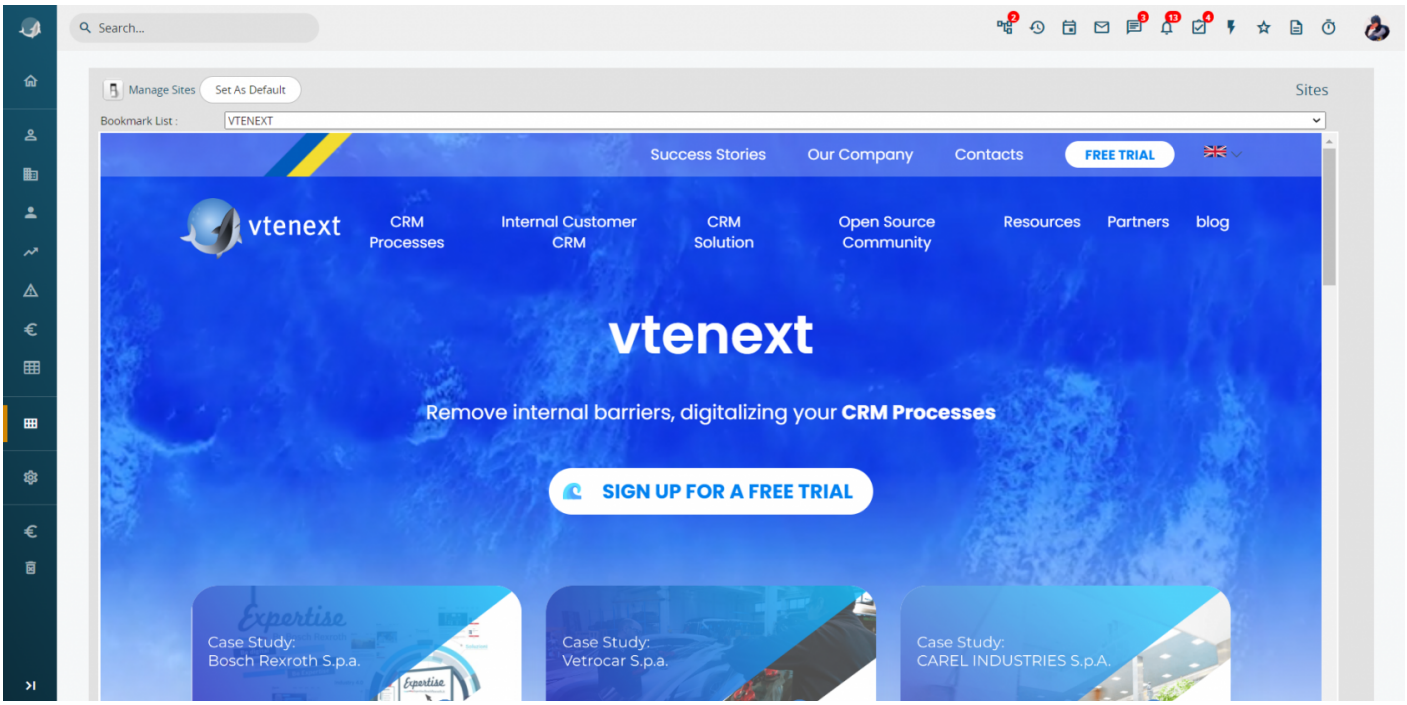
It is possible to provide constant and real time updates to all vtenext users through the RSS Feed links available on the web or specially created by the company. vtenext provides the option of choosing from a list of RSS feeds available for users and viewing every available article on the display.

Each RSS feed has a unique address similar to the web URL searched for on the Internet. To see an RSS feed, you must enter this address in vtenext.



15.2 My Sites

This area allows you to view websites of interest directly on vtenext. The system is also very useful for connecting to shipment tracking or communicating with web-based suppliers.

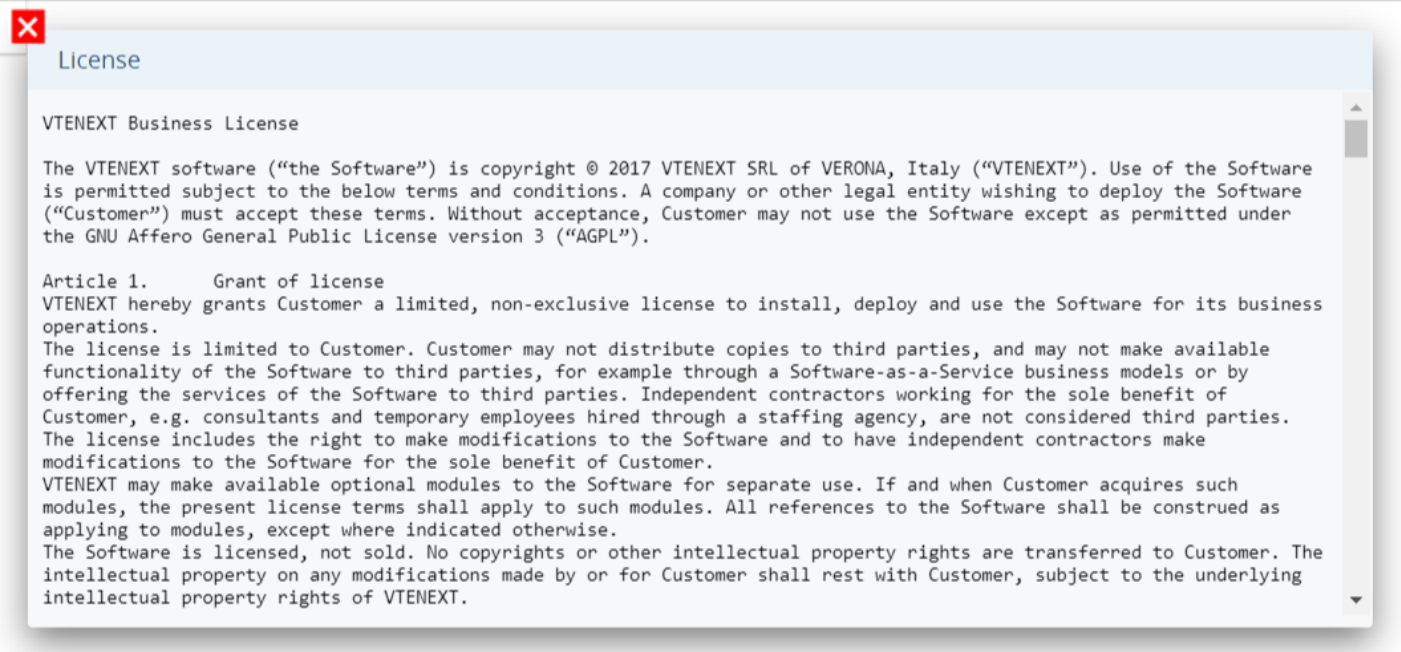


15.3 License and number of users

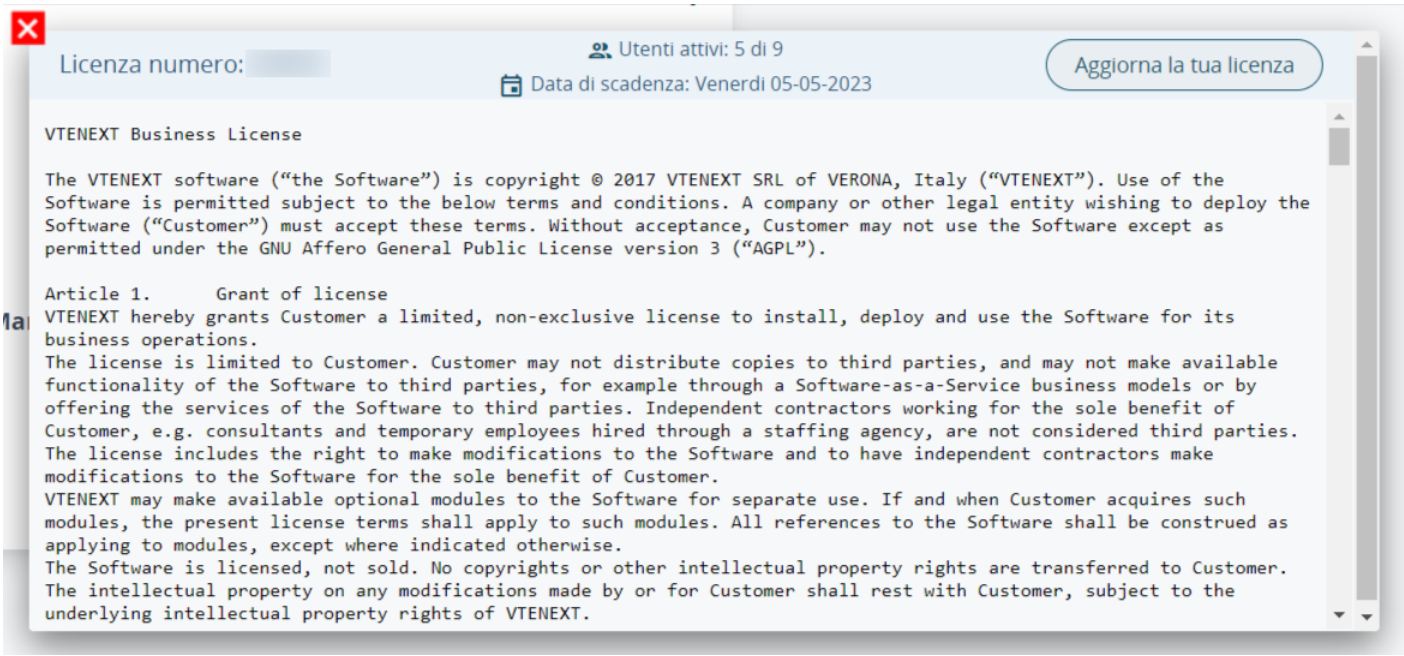
The Copyright and the License icon is found on the bottom right-hand corner of all vtenext pages; by clicking on it, you can access a popup containing all the terms of use of the program’s Business license.

Since the 19.10 version, and only for **On-Site installations**, you can see how many users are available for that particular license and how many of them have been activated.

The **expiration date** of the installed license is also available in the same popup.



License on Cloud



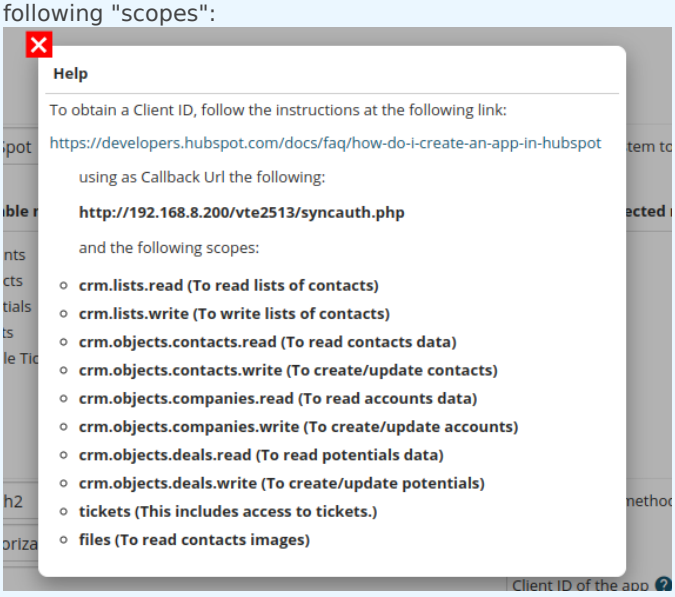
License On-Site

15.4 Synchronizations

From vtenext settings the crm synchronization function can be accessed with other applications. The synchronizable platforms available are as follows:

- Hubspot
- Salesforce
- SuiteCRM
- Jira
- vtiger
- Magento
- Prestashop
- Shopify
- WooCommerce

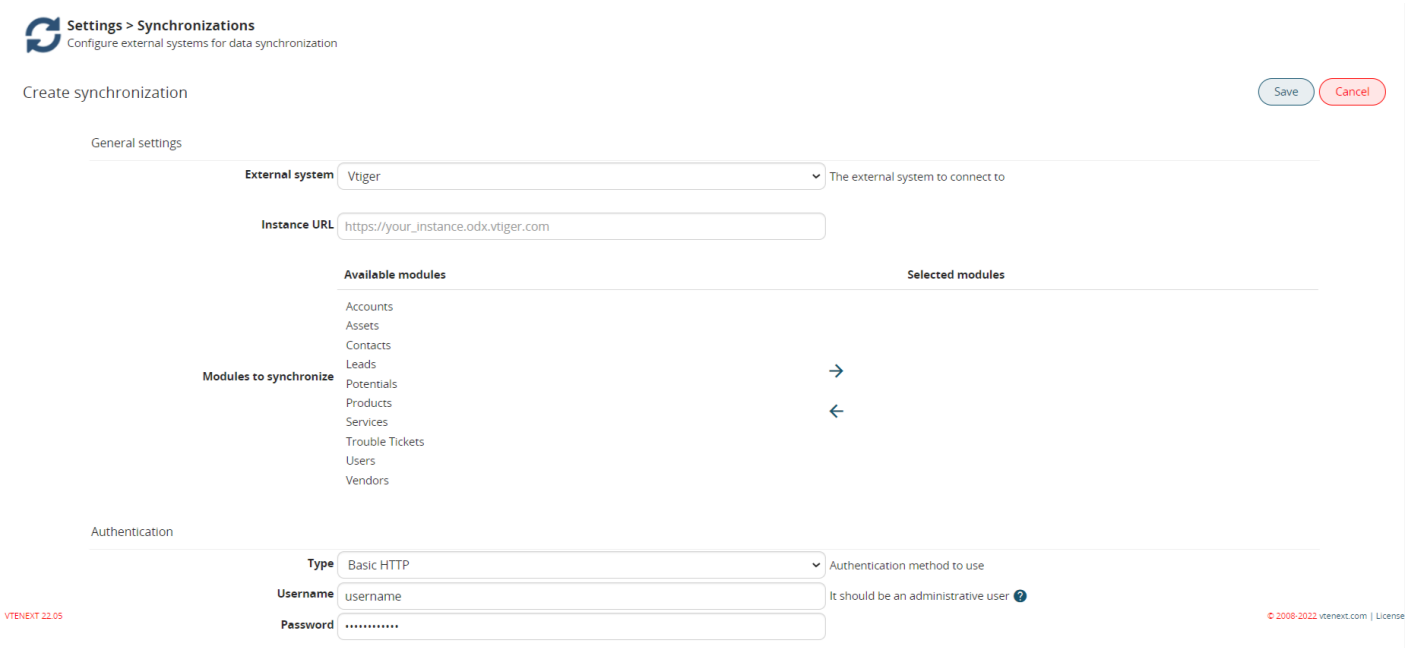
The synchronizable modules are different and based on the chosen platform. The following diagram summarizes which modules can be synchronized.

Hubspot (only cloud version)	• Trouble Ticket • Accounts • Contacts • Potentials • Targets • Users *record deletions from Hubspot to vtenext are not covered **N.B.** The "scopes". The crm indicates to insert the following "scopes":  **ATTENTION:** it is essential to select exactly those indicated, otherwise the synchronization will not work!

Salesforce	• Trouble Ticket • Ticket Comments • Ticket Attachments • Emails • Accounts • Campaigns • Contacts • Installations • Leads • Potentials • Products* • Users
SuiteCRM (only on-premise version)	• Trouble Ticket • Accounts • Campaigns • Contacts • Installations • Leads • Potentials • Products* • Users *images are not imported
Jira (only cloud version)	• Trouble Ticket • Project Tasks • Projects • Ticket Comments • Users
vtiger (only cloud version)	• Trouble Ticket • Accounts • Contacts • Vendors • Installations • Leads • Potentials • Products* • Services • Users *images are not imported
Magento (only on-premise version 2.4.0)	• Accounts • Currencies • Sales Orders • Products* • Configurable products • Taxes *images are not imported

Prestashop (only on-premise version 1.7.6.7)	• Accounts • Currencies • Sales Orders • Products* • Configurable products • Taxes *images are not imported
Shopify (only cloud version 2019-20)	• Accounts • Currencies • Sales Orders • Products* • Configurable products *images are not imported
WooCommerce (only on-premise version 4.4.0)	• Accounts • Currencies • Sales Orders • Products* • Configurable products • Taxes *images are not imported
Zendesk	• Trouble Ticket • Accounts • Ticket Comments • Ticket Attachments • Users

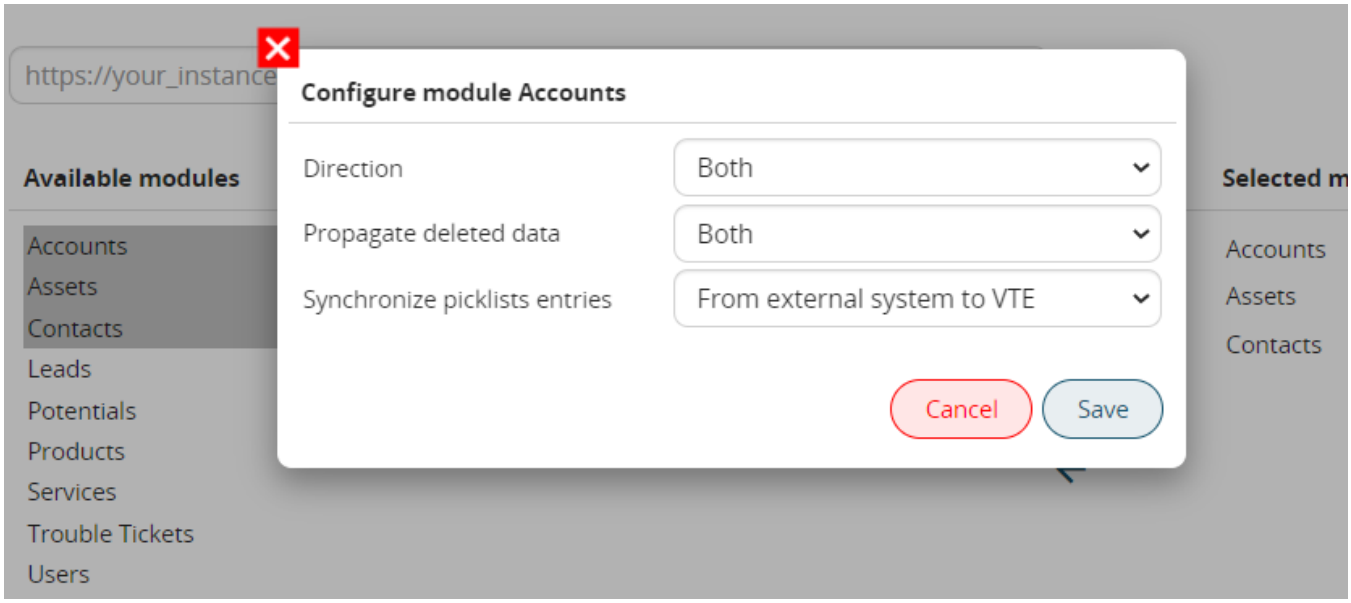
When accessing the configuration page from SETTINGS > BUSINESS PROCESS MANAGER > SYNCHRONIZATIONS the synchronization to be set and towards which system can be configured with a few simple steps. The page is identical to the page shown in the image below.



View of the synchronizations configuration page

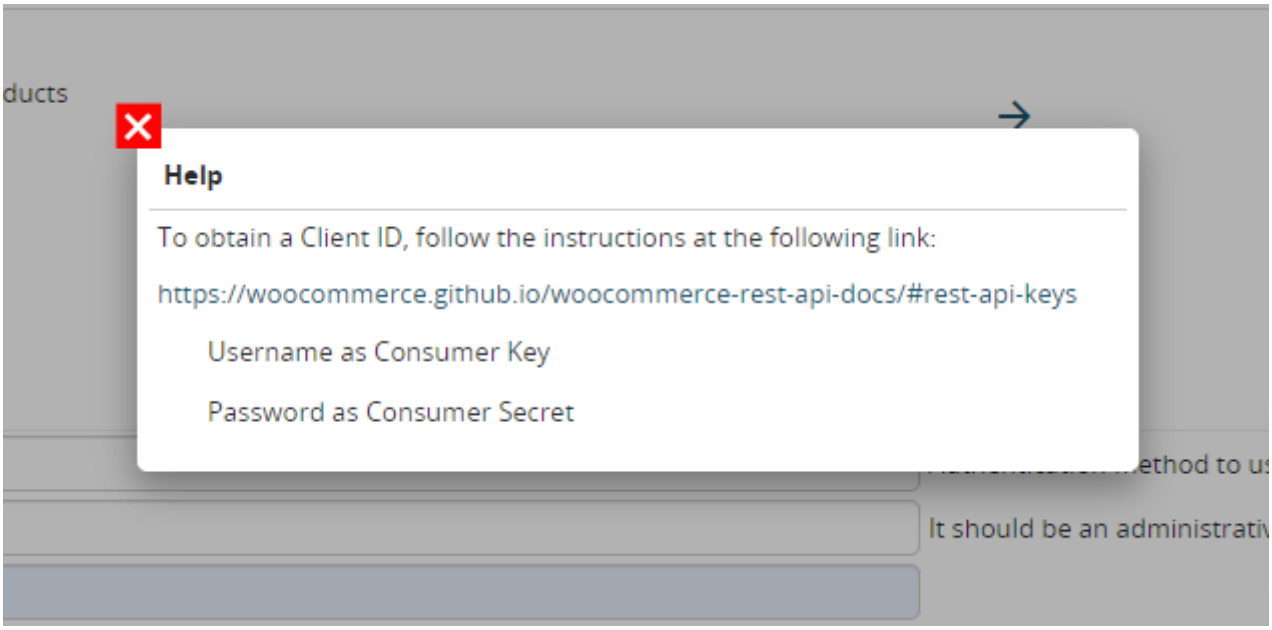
Configuration

1. The first required action is to choose the **External system** in the available drop-down menu
2. Specify the **Instance address** to which you wish to connect (where required)
3. Now choose the required synchronization modules from those available and take them to the **Selected modules** column by means of the right-pointing arrow
4. Once the operation in step 3 has been completed, a popup will open in which you can select the synchronization method for each of the selected modules (see example in the image below)



View of the synchronization configuration of the Trouble Ticket module selected in point 3

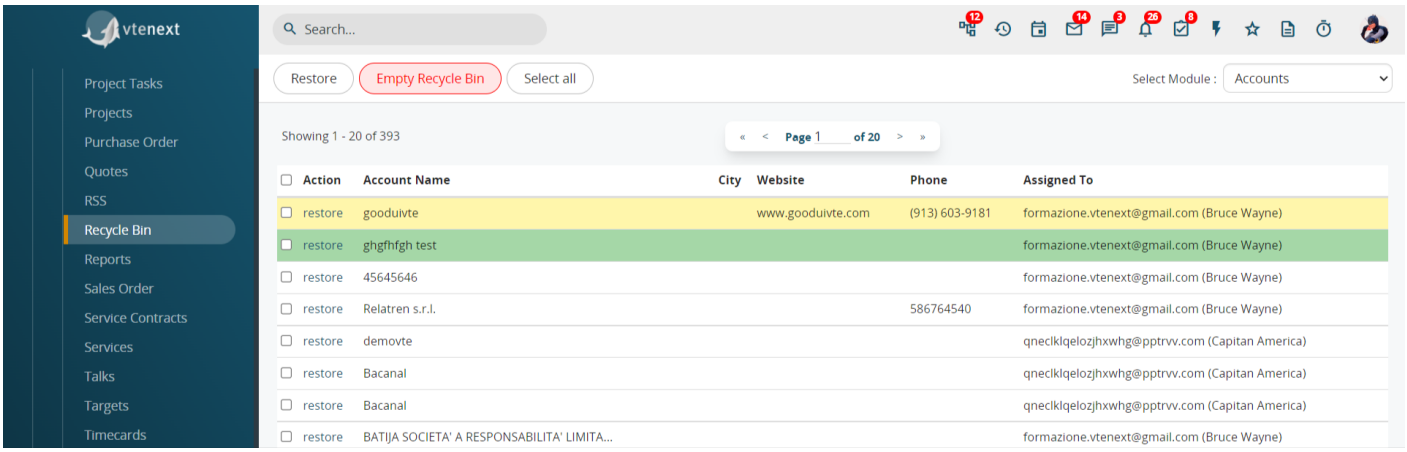
5. Enter the authentication data, stating the authentication mechanism **Type**, **Username** and **Password** for login. By clicking on the icon it is possible to have further information to retrieve the data to be entered in the username and password that differ for each synchronizable platform.



N.B.: synchronization occurs in accordance with the interval set for the crons, which is every minute by default, but which can be subject to variation depending on the number of synchronizations set, other cron processes, and the machine workload.

15.5 Recycle Bin

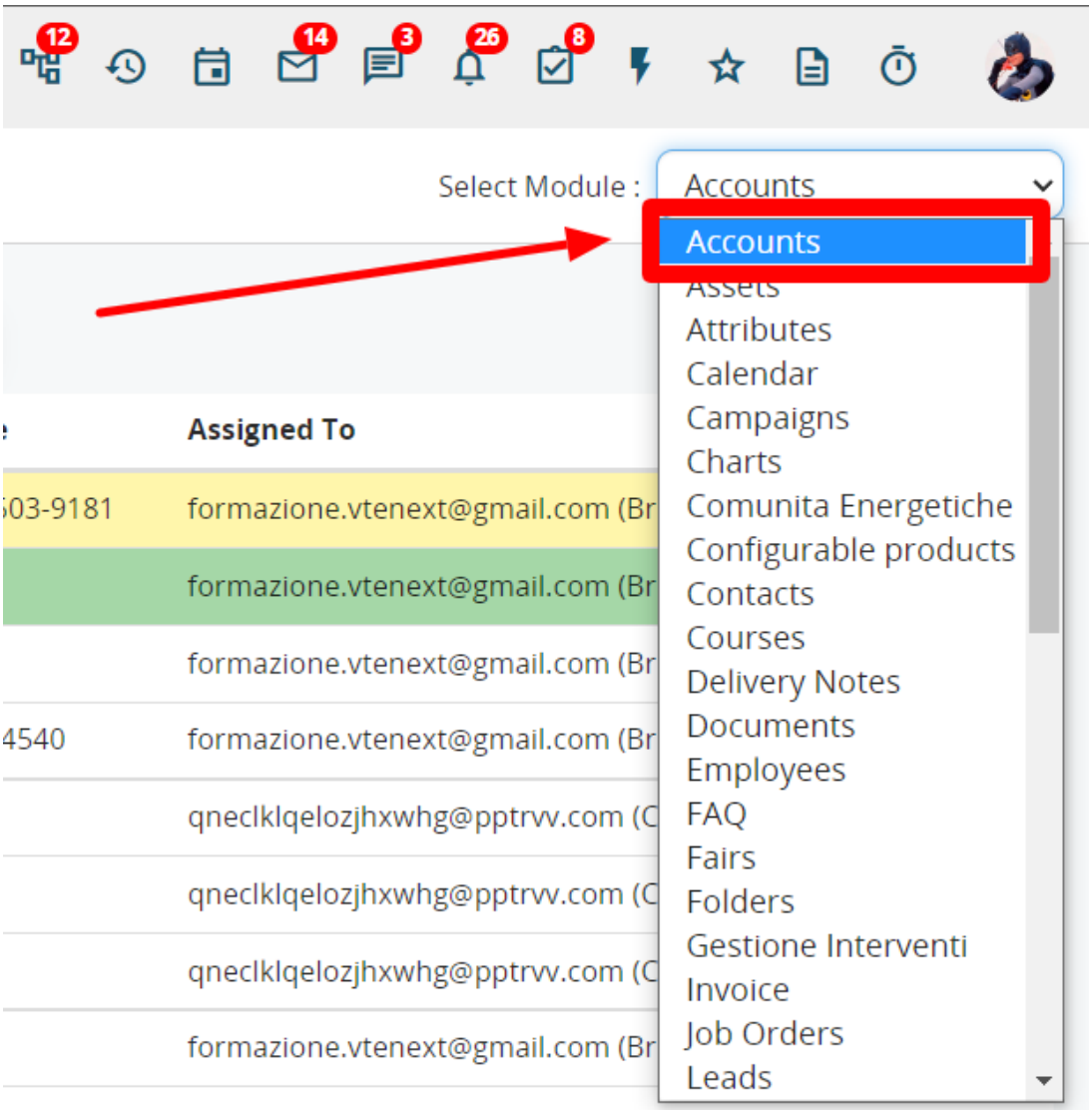
The crm has a module called Recycle bin which allows to restore every removed entity from every module. Using the research placed in the lower left and typing "Recycle Bin" you will be able to click on the menu item to visualize it.



Recycle Bin detail

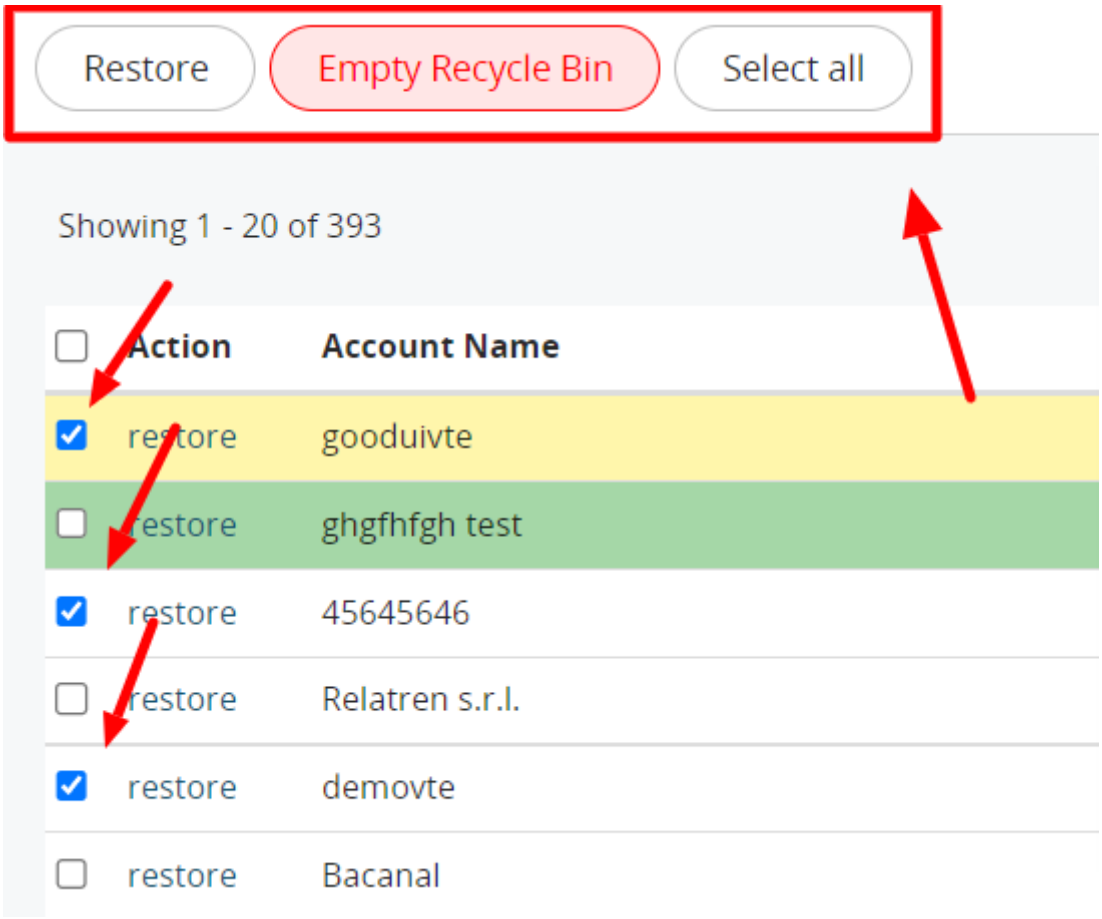
How to restore a deleted record?

Firstly, in the upper right you must select the module form where the record has been deleted (ex. Accounts or Help Desk).



Module selection from where restore the entities in detail

Once you have selected the module, a list of removed records will appear. Here you can find several possibility:



1. By selecting manually different entities it is possible to restore them by clicking on the appropriate button placed in the upper left: **RESTORE**
2. It is possible to restore a single entity by clicking the button "Restore" placed on the row of the selected record.
3. By clicking **SELECT ALL** placed in the upper left you will select every removed record from the module you have chosen. Then, you can click on "Restore" to restore all the records. If you do this, you will be able to find those records by opening the module itself.
4. Eventually, by clicking **EMPTY RECYCLE BIN**, **EVERY RECORD OF EVERY MODULE WILL BE REMOVED DEFINITELY!**