

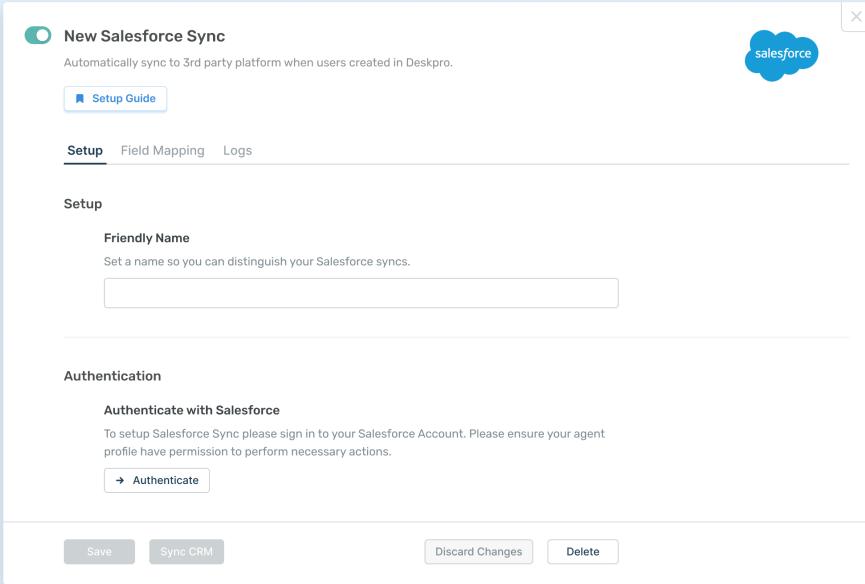


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## Effortlessly Sync User Data with Your External CRM

2025-01-17 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

With CRM Sync, administrators can now effortlessly synchronize user data with third-party systems and Salesforce during key lifecycle events like creation, updates, and deletion. Available on Professional and Enterprise, this feature ensures your records are always accurate and up-to-date, reducing manual entry and minimizing errors.



The screenshot shows the 'New Salesforce Sync' setup screen. At the top, there's a green circular icon with a white 'i' and the text 'New Salesforce Sync'. Below it, a sub-header says 'Automatically sync to 3rd party platform when users created in Deskpro.' To the right is the Salesforce logo. The main content area has tabs: 'Setup' (which is selected), 'Field Mapping', and 'Logs'. The 'Setup' tab contains a 'Friendly Name' section with a placeholder 'Set a name so you can distinguish your Salesforce syncs.' and an empty input field. Below that is an 'Authentication' section with a 'Authenticate with Salesforce' button. At the bottom of the screen are three buttons: 'Save', 'Sync CRM', 'Discard Changes', and 'Delete'.

Enjoy seamless management of contact information and custom field data (excluding File custom fields), keeping your system aligned and enhancing your business intelligence. Elevate your customer relationship management with this streamlined and efficient solution.

To sync your Deskpro account with Salesforce, check out the [Salesforce Sync](#) guide. Or to use a 3rd party CRM, check out the [Webhook CRM Sync](#) guide.