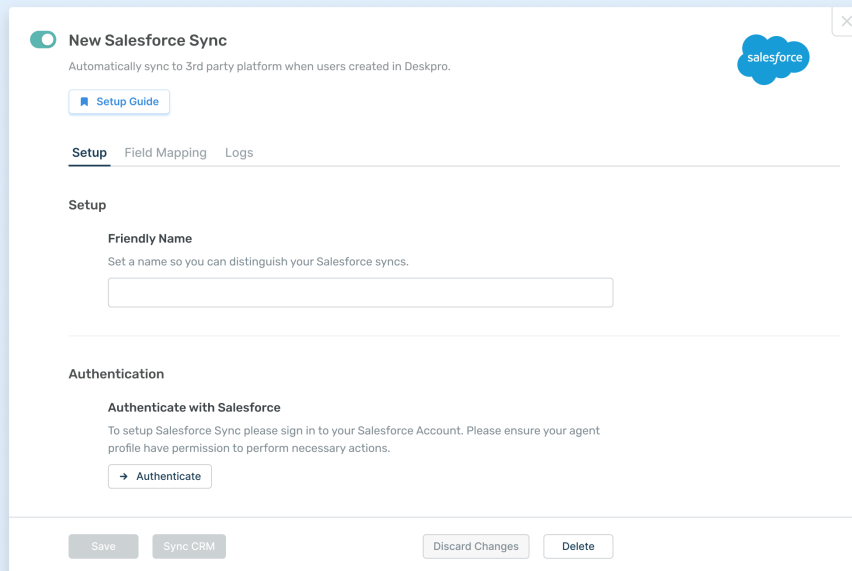


Effortlessly Sync User Data with Your External CRM

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.



New Salesforce Sync
Automatically sync to 3rd party platform when users created in Deskpro.

[Setup Guide](#)

Setup | Field Mapping | Logs

Setup

Friendly Name
Set a name so you can distinguish your Salesforce syncs.

Authentication

Authenticate with Salesforce
To setup Salesforce Sync please sign in to your Salesforce Account. Please ensure your agent profile have permission to perform necessary actions.

[→ Authenticate](#)

[Save](#) [Sync CRM](#) [Discard Changes](#) [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.