

The following Service Master Database fields are mapped to Outlook:

Users

Outlook Category: Client Name

Outlook File As: Last Name, First Name

Database Field	Outlook Field	Updatable from Outlook
Prefix	Title	✓
First Name	First Name	✓
Last Name	Last Name	✓
Job Title	Job Title	✓
Network Username	Computer Network Name	✓
Home Phone 1	Home Phone	✓
Home Phone 2	Home 2 Phone	✓
Home Fax	Home Fax	✓
Office Direct Line	Business Phone	✓
Office Direct Fax	Business Fax	✓
Pager	Pager	✓
Cell	Mobile	✓
E-Mail 1 / Alert Address	E-mail	✗
E-Mail 2	E-mail 2	✓
Spouse Name	Spouse/Partner	✓
Notes	Notes	✗

Tech

Outlook Category: Master Tech

Outlook File As: Company Name

Database Field	Outlook Field	Updatable from Outlook
Company Name	Company	✗
General Phone 1	Business Phone	✗
Website	Web Page Address	✗
All other fields	Notes	✗

Locations

Outlook Category: Client Name

Outlook File As: Client Name + Location name

Database Field	Outlook Field	Updatable from Outlook
Client	Company	✗
Location Name	First Name	✗
Address	Business Address	✓
City	City	✓
State	State	✓
Zip Code	Zip Code	✓
Phone	Business Phone	✓
Fax	Business Fax	✓
All other fields	Notes	✗

Service Identifiers

Outlook Category: Client Name

Database Field	Outlook Field	Updatable from Outlook
Description	Subject	✓
Urgency	Priority	✓
Location	Contacts	✓*
Assigned Tech	Contacts	✓
Employee SI Association	Contacts	✓
SO Scheduled Date	Reminder (Date)	✓
SO Scheduled Time	Reminder (Time)	✓

*updatable as long as no SOs were created