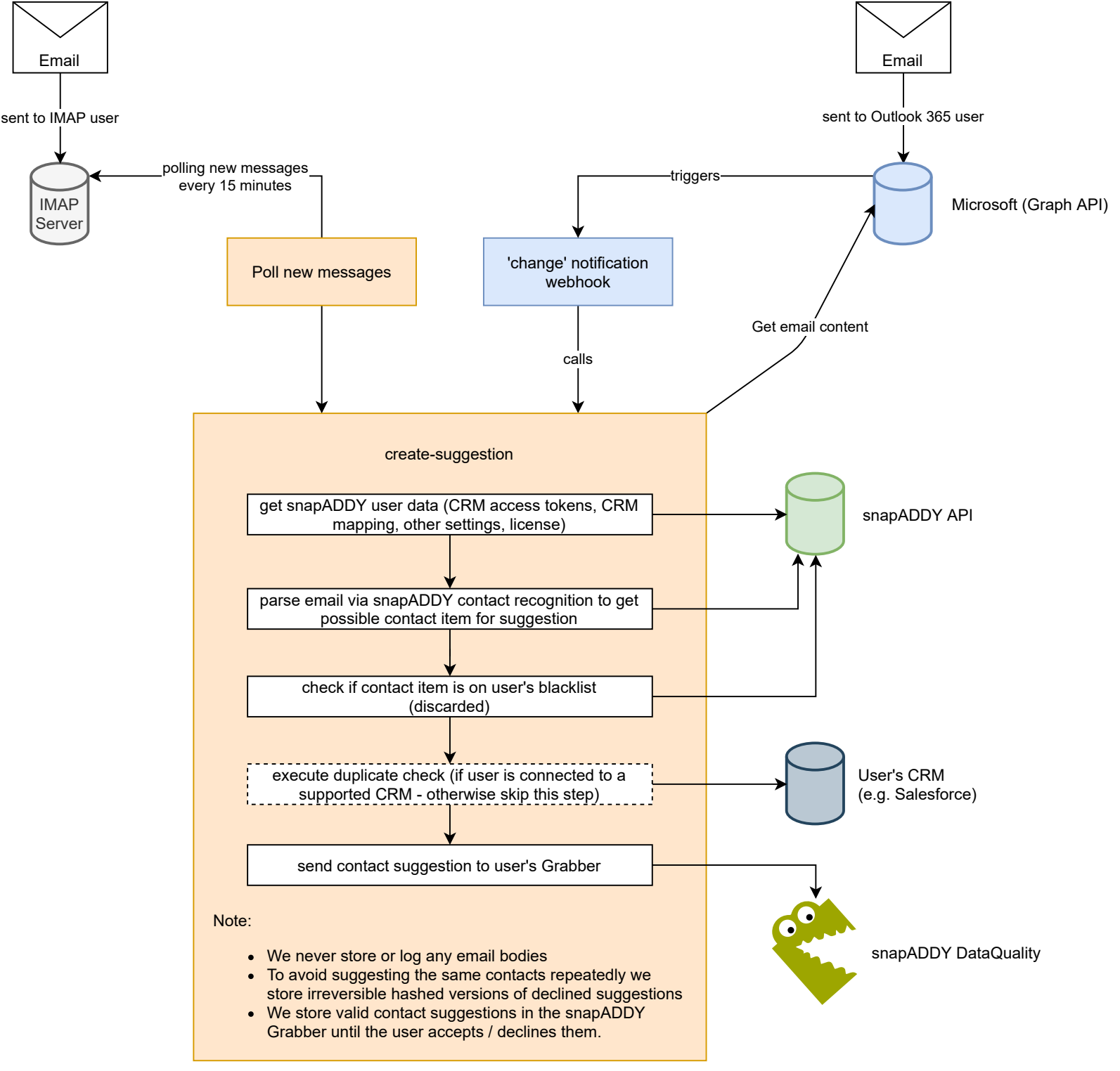
Email
sent to IMAP user
IMAP Server
polling new messages every 15 minutes
Poll new messages
Email
sent to Outlook 365 user
triggers
Microsoft (Graph API)
'change' notification webhook
calls
Get email content
create-suggestion
get snapADDY user data (CRM access tokens, CRM mapping, other settings, license)
parse email via snapADDY contact recognition to get possible contact item for suggestion
check if contact item is on user's blacklist (discarded)
execute duplicate check (if user is connected to a supported CRM - otherwise skip this step)
send contact suggestion to user's Grabber
Note:
We never store or log any email bodies
To avoid suggesting the same contacts repeatedly we store irreversible hashed versions of declined suggestions
We store valid contact suggestions in the snapADDY Grabber until the user accepts / declines them.
snapADDY API
User's CRM (e.g. Salesforce)
snapADDY DataQuality