Deem Calendar and Contact Integration

Customer Data Collection Form

Thank you for reviewing our Calendar and Contact Integration information.

Below is a list of the action items needed to implement this functionality, as well as a request for information that will allow us to configure the Deem Calendar and Contact Integration feature.

1. **(Customer)** Create the Delegate User and complete this Customer Data Collection Form, which provides us with information about the Delegate User, Exchange OWA Server, Test Email Addresses, and Exchange IT Contact Information.
2. **(Customer)** Send completed Customer Data Collection Form to [support@deem.com](mailto:support@deem.com?subject=Deem%20Calendar%20and%20Contact%20Integration%20-%20Collection%20Form) with a copy to your Activation Manager.
3. **(Customer)** Send password for the Delegate User to [support@deem.com](mailto:support@deem.com?subject=Info) only, with “info” in the subject line.
4. (**Deem**) Provide delegate utility for the Customer, which is used to apply the delegate permissions.
5. **(Customer)** Use delegate utility to apply permissions to all users that will be using the application.
6. **(Customer)** Advise Deem at [support@deem.com](mailto:support@deem.com) that the application of delegate permissions has been completed.
7. (**Deem**) Spot-check application of permissions, troubleshoot as needed, finish configuration.
8. (**Deem**) Notify customer that Calendar and Contact Integration is complete.

**Delegate and Exchange Server Information**

Please complete the following information needed to configure and test your Calendar and Contact Integration configuration.

**Delegate Authentication**

Typically users can authenticate via one of three possible ways. Please select the option that fits your environment by populating the corresponding field with the appropriate data for the delegate account to authenticate.

***Domain (For username only auth):***

***DOMAIN/Username:***

***Full UPN:***

***Delegate Password*:** (Send in a separate email to [support@deem.com](mailto:support@deem.com?subject=Info) with subject “Info” and no body text except the password. Do not include in this form!)

***Exchange Version***

**Microsoft Exchange Version:       Service Pack:**

***Exchange Web Services Endpoint including http:// or https://***

*The default directory where the exchange.asmx file is located is in the /EWS directory in IIS.*

(e.g.[**https://mail1.mycompany.com/EWS/Exchange.asmx**](https://mail1.mycompany.com/EWS/Exchange.asmx))***,*** *however if you have altered your 2011 installation it may not be in the default location.*

**Exchange IT Contact Information**

This information is needed to provide the Delegate Utility. Once this information is received (along with the information above), the installation documentation for the utility will be sent to the email address listed in the contact information below within 5 days. This will include a how-to guide that will walk you through the application of permissions for the delegate account using the delegate utility.

**Company Name:**

**Contact Name:**

**Contact Address 1:**

**Contact Address 2:**

**City:**

**State:**

**Zip/Postal Code:**

**Contact Phone:**

**Contact E-mail Address:**

**Time Zone:**

**Number of Deem Users**

***(This should be the total number of users utilizing the Deem services.)***

**E-mail Addresses for Permission Application Testing**

Please provide 4 randomly selected e-mail addresses of users that will be utilizing the Deem services and to which the delegate account permissions have been applied. These e-mail addresses will be utilized to spot-check the application of permissions for the delegate account by adding, updating, and deleting a calendar event, as well as looking up a contact in the user’s Contacts folder. All tests are through our testbed and are seamless to the end user.

**Once you have applied the permissions for the delegate account using the delegate utility, please notify** [**support@deem.com**](mailto:support@deem.com) **that this step has been completed. We will test the application of permissions for the delegate account as noted utilizing the following e-mail addresses:**

**E-Mail Address 1:**

**E-Mail Address 2:**

**E-Mail Address 3:**

**E-Mail Address 4:**

Before the delegate utility is provided, Deem must verify the Delegate User and Exchange information in the configuration testbed. ***To avoid delay, please verify that your Delegate User can successfully login via OWA using the information in this form.***

***Please be sure to send a separate email with the Delegate Password only to*** [support@deem.com](mailto:support@deem.com), ***with subject “Info” and no body text except the password.***

**Questions?**

Please ask your Activation Manager or[support@deem.com](mailto:support@deem.com).