

TomTom – webCRM integration



Let's drive business™



Introduction

The TomTom – webCRM integration lets you easily send orders/information from any data type in webCRM directly to the navigator display in a specific vehicle.

In webCRM the user can be anyone visiting customers recorded in webCRM and/or dispatcher-type persons sending orders/requests to the drivers.

The integration requires that your vehicles have TomTom navigation equipment with gprs receivers and that you have enabled the WEBFLEET web-solution from TomTom. More information about WEBFLEET here: https://business.tomtom.com/en_gb/products/webfleet/highlights/

Configuration

From the Configuration menu in webCRM select Integration and then select TomTom.

Enter the credential for a WEBFLEET user with access rights permitting use of the API and click Save.

Click “Refresh available devices”. This will populate the dropdown lists with available vehicles created in the WEBFLEET solution. After vehicles have been added or removed from the fleet you should again click “Refresh available devices”.

Select a default vehicle for relevant webCRM users and select “--- None ---” for users that shall not be able to send information to the TomTom navigation devices.

Save

Integration: TomTom - WEBFLEET

Exchange server | NN Markedsdata guld | ERP-integration | Texting | API | Support | TomTom | Landing pages |

WEBFLEET Account: multiCorp

User name: webcrm

Password: mulCP56FL2013

Country code: Data field: Country code

Country code: Default: GB

[Refresh available devices](#)

Amanda Delaware	001 muldemo3 Audi A4
Ann Stubseid	003 Link 310 Multiflash
John Newberry	--- None ---

TomTom uses country codes (2 letters) to identify specific countries.

If your fleet operates in just one country:

Simply select the country code for the country in question and select “--- None ---” for the Country code: Data field.

If your fleet operates in several countries:

Create a webCRM custom field for Organisations to hold the country code for each Organisation – if left blank the default Country code will be used. In this example a drop-down list is used for the country code. Only the 2 first letters are used for Country code identification, and you can add any text following the Country code itself.

List: Country code

Label above: Country code

Standard: Standard

--- All ---

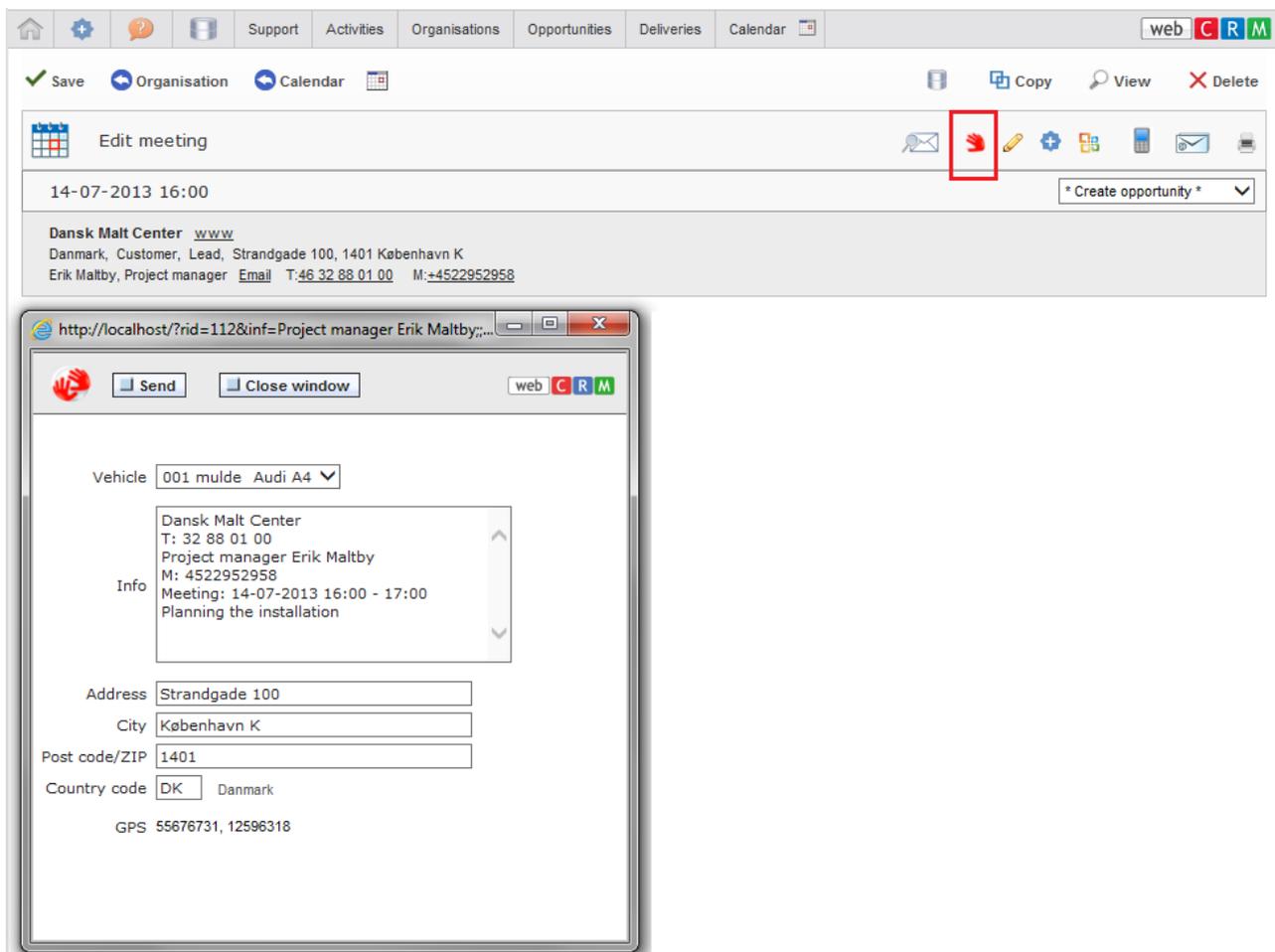
-- Select -- * DK Denmark * SE Sweden * DE Germany * FI Finland * NO Norway * UK England * NL Holland * FR France *

Sending orders and information from webCRM to TomTom navigation devices

webCRM users enabled in the TomTom configuration (see previous page) can send orders/information from these all types in webCRM:

Organisations, Persons, Activities, Meetings / Calendar, Products, Opportunities, Deliveries, Support cases

When you click the TomTom icon at a specific data item, a pop-up window will appear preloaded with context relevant information. You can edit the pre-loaded information before selecting vehicle and clicking "Send" to transmit the Order/Information to the TomTom navigator in the selected vehicle.

The image shows two overlapping screenshots from the webCRM application. The top screenshot is the "Edit meeting" interface. It features a navigation bar with tabs for Support, Activities, Organisations, Opportunities, Deliveries, and Calendar. Below the navigation bar are buttons for Save, Organisation, and Calendar. The main content area displays the meeting details: "14-07-2013 16:00", "Dansk Malt Center", and contact information for Erik Maltby. A red box highlights a TomTom icon in the top right corner of the meeting details. The bottom screenshot is a pop-up window titled "http://localhost/?rid=112&inf=Project manager Erik Maltby;...". It contains a "Send" button, a "Close window" button, and a dropdown menu for "Vehicle" set to "001 mulde Audi A4". Below this is a text area labeled "Info" containing the meeting details. At the bottom, there are input fields for "Address" (Strandgade 100), "City" (København K), "Post code/ZIP" (1401), and "Country code" (DK Danmark). A "GPS" field shows the coordinates "55676731, 12596318".

The Country text displayed is the Country data for the Organisation and is displayed for information only. It is the Country code that will be sent to the TomTom navigator.

Note: For optimum results make sure that organisations are updated with Google map coordinates. When this is the case the TomTom navigator will use these coordinates for the map location and just display the address for the drivers information. If the Google map coordinates are not present the TomTom navigator will attempt to identify the map location from the address data.